

Student Services Educational Master Plan Strategy

Organization of Student Services

In-take/Processing/Transactional: the major focus of the work is to process students' paperwork, to determine status, and to provide information in return to students

- Admissions and Records
- Financial Aid
- Assessment
- High School Outreach

General Support Services: these areas provide support services to the general student population, not managing specific students through a caseload system, but providing services to all students desiring them

- Counseling
- Career/Transfer Services
- Student Health Center
- Student Life

Specialized/Caseload Management-Based Services: these programs have eligibility criteria or targeted profiles of students, provide specific services, have a system to track the use of services and the progress of students enrolled in their programs, regularly report outcomes related to services provided and students' level of success

- ACES (Achieving in College Ensuring Success) – TriO SSS
- Arise (AANAPIS grant) serving Asian and Pacific Islander students
- Aspire (Umoja) serving African American students
- Bridge (learning communities; freshman experience) serving first generation, basic skills students
- CalWORKs serving eligible students
- Dream serving AB 540 students
- DSPS (Disabled Student Program and Services)
- EOPS/CARE (Extended Opportunity Programs and Services; Cooperative Agencies Resources for Education)
- International serving F-1 visa students
- REACH/Foster Youth (Reaching, Empowering, Achieving and Completing with Heart)
- Upward Bound – TriO
- Veterans Services/VRC (Veterans Resource Center)

Organization of Specialized/Caseload Management Work Groups

- DSPS, EOPS/CARE, CalWORKs
- Arise, Aspire, Dream, REACH, ACES, Upward Bound
- Bridge, International, Veterans

Critical Planning Issues/Factors Related to Student Services

- Student characteristics: the complexity of students' needs and the changing profile of the community college student based on multiple life challenges
- Growth/expansion of programs: the constant review and planning for new and expanded services to meet the complex need of students
- Service levels: from transactional (in person) to intensive 1:1 service delivery
- Adjacencies: which programs/services should be situated adjacent to each other?
- Differentiation: like with like – ensuring the similar programs are located within proximity
- Program Integration: having the capacity to integrate activities between programs and in unique ways such as instructional support provided within the classroom
- Engagement: how to create space where students can engage with each other
- Safe places: places where students can go to feel accepted, welcomed, safe, understood
- Accessibility/visibility: location of key services to allow students to easily interact
- Confidentiality: ensuring that physical spaces provide sufficient confidentiality both visually and auditorily
- Universal design: to embrace the concepts of Universal Design as good for all students in terms of access, safety, security
- Demographic sensitivity/Specialized student populations: design of space to reflect specific needs of profiles of students
- Small group space: sufficient places where small groups of students can gather; study
- Large group space: sufficient places where students and staff can gather for important functions – training, workshops, celebrations, group activities
- Access to technology—computer stations, printing services

STUDENT SERVICES: SERVICE/FUNCTION UTILIZATION AND PENETRATION RATES

Service or Function Provided	# students served (numerator)	Total # eligible students (denominator)	% Served	# of contacts	# hours	\$ awarded	other	other	other
Example: Counseling	250	500	50%	750	625	\$5,000 \$200/student			
Example: EOPS	800	1,000	80%			\$16,000 \$200/student			

NOTATIONS:

STAFFING AND FUNDING ANALYSIS

	2015-16	2014-15	2013-14
STAFFING			
# F/T managers			
# F/T faculty			
# F/T program leads (classified)			
# F/T classified			
# P/T/ ongoing classified			
# Adjunct faculty			
# short-term hourly			
# student workers			
# professional experts			
Other _____			
Other _____			
FUNDING			
District, unrestricted general fund			
Newly funded as "one time" —new resource allocation			
State categorical programs			
Federal grant programs			
Campus distributed categorical (specify)			
Other government ongoing (specify)			
Other government one time (specify)			
Other college funding source			
Other external funding source			

NOTATIONS/CLARIFICATIONS: