

**SOUTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT**  
**Goals Action Plan & Progress/Final Reports**

Fiscal Year: 2006-07

**NAME:** Richard McCullough

**DEPARTMENT/DIVISION:** Saddleback College President's Office

**DATE:** May 1, 2006

**Due to Chancellor**

**Preliminary Progress Report**

**Progress Report**

**Final Report**

\* See Timeline Chart for all applicable deadlines.

**SIGNATURE OF IMMEDIATE SUPERVISOR:** \_\_\_\_\_

Complete the information below for each goal assigned to your department. Each goal should have a measurable outcome/result. Include examples of how you are progressing OR have completed each goal. Please be brief (2-3 sentences) and specific. Complete the section entitled "Obstacle" only if applicable.

**#1 GOAL: Develop Marketing Strategy for Academic Year 2006-2007**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	6 & 3	Coordinate the development of a public relations, marketing and outreach plan to strengthen student enrollment and retention, and internal and external communication. Facilitate the assessment, revision and implementation of strategies to enhance student enrollment at SC, including coordination of curriculum and schedule of classes, and assessment of student satisfaction.
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- **ANTICIPATED OUTCOME/RESULT:** A marketing strategy will be created that is cohesive, timely, improves the image of SC, and helps to boost enrollment. Facilitate the assessment, revision and implementation of strategies to enhance student enrollment at SC, including coordination of curriculum and schedule of classes, and assessment of student satisfaction.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Work with Marketing Committee to define marketing goals and objectives as well as lay out long-term marketing strategy.	President & Director of Marketing	Ongoing	40%	Marketing Committee is meeting on a regular basis to define goals and strategies.
Implement marketing priorities earmarked by Board of Trustees.	Director of Marketing & President	Fall 2006	20%	Several projects are underway
Send frequent communiqués via e-mail to faculty and staff to notify them of College activities helping all to feel included and apprised of events.	Director of Marketing & President	Ongoing	50%	Frequent communications are underway
Attend community chamber meetings and other community functions when applicable.	President & Director of Marketing	Ongoing	20%	President and Director of Marketing are visiting service organizations and city council meetings.
Work with College personnel to increase student enrollment each semester. Coordinate the schedule of courses each semester based on input from faculty, administrators and students to best serve the needs of the students.	President & VPI & VPSS & Director of Marketing	Ongoing	50%	Enrollment Management Committee is meeting on a regular basis and reporting to Planning and Budget Council (PBC).

• **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

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**#2 GOAL: Continue to monitor and improve safety and security on campus**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	12	Define, identify and review what the Colleges and District believe to be best practices in instruction, student services and administrative services and move towards their implementation.
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- **ANTICIPATED OUTCOME/RESULT:** To provide leadership for a safe and secure campus under all conditions.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Coordinate with District Risk Management and the SC Chief of Police to increase and improve awareness of occupational health and safety issues on campus.	President & Chief of Police	Spring 2006	40%	This project is ongoing
Update the campus Emergency Management System procedure which will include a campus drill in May 2006.	Chief of Police & President	Spring 2006	90%	The campus drill is scheduled for May 6, 2006

- **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#3 GOAL: Ensure the development of a College Strategic Plan that ties budget allocation to annual planning.**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	8 & 5	Ensure the development of a district fiscal plan, including projected income and expenditure of basic aid funds. Facilitate the development of a comprehensive staffing plan for SC.
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- **ANTICIPATED OUTCOME/RESULT:** Provide the leadership to maintain a well developed budget and budget process to ensure fiscal responsibility.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Coordinate the various budgeting processes necessary to develop a responsible College budget within the guidelines provided by the District.	President & College Fiscal Office	Ongoing	65%	Through the new Strategic Planning Process the PBC will have input to the budget process.
Continue to have the Planning and Budget Council (PBC) analyze and recommend staffing needs for faculty and classified staff that ensure an appropriate level of service to students.	President & College Fiscal Office & PBC Membership	Ongoing	50%	This is a continuous process.
Develop a College Strategic Plan based on input	President &	Spring 2006	25%	The Strategic Planning Process was passed by

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from the District Education & Facilities Master Plan, SLOs, Program Reviews, College Goals and Action Plans, and District Goals and Action Plans.	PBC membership			the PBC on April 25, 2006.
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**• IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#4 GOAL: Support and enhance the mission of the Saddleback College Foundation in providing needed service to the College.**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	8	Ensure the development of a district fiscal plan, including projected income and expenditure of basic aid funds.
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- ANTICIPATED OUTCOME/RESULT:** An increase in the community awareness of the SC Foundation and increase support to the Foundation to benefit the needs of the College.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Work with the SC Foundation Director to increase annual giving to the Foundation which would include the development of a Planned Giving program.	President & Foundation Director	Spring 2006	65%	The Planned Giving program is underway.
Coordinate the establishment of a Veterans Memorial on campus with the assistance of the SC Foundation.	President & Foundation Director & Veterans Memorial Committee	Spring 2006	50%	The first stage of the Memorial firing is set for June 13-14 <sup>th</sup> . The SC Foundation approved the fund raising project on April 27 <sup>th</sup> .
Continue to provide recognition to community donors to the SC Foundation through the deliverance of awards and other means of recognition.	President & Foundation Director & Director of Marketing	Fall 2005	40%	

**• IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#5 GOAL: Develop and sustain a College Maintenance Plan that will address the needs of the campus.**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	2	Coordinate the development of an educational and facilities master plan and building maintenance plan for SC, IVC, and ATEP.
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- ANTICIPATED OUTCOME/RESULT:** To provide a safe, clean and beautiful campus to attract students and provide a working environment that supports the health and safety of all College personnel. Students will have well maintained facilities and there will be enough classrooms, laboratories and work areas for scheduled classes.

ACTION STRATEGIES OR ACTIVITIES NECESSARY			% GOAL	
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TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	COMPLETED	COMMENTS
Continue to develop and coordinate a working College Maintenance Plan that addresses the current and future campus needs.	President & Director of Facilities	Ongoing	35%	There are weekly meetings for BGS renovation project and weekly newsletters about BGS and the Village college wide.
Continue the specific plan to renovate the BGS Building and provide for swing space in the lower campus "Village".	President & SOCCCD Director of Facilities	Fall 2005	40%	
Coordinate the developing relationship between Saddleback College and ATEP in regards to instruction and services.	President & VPI ,VPSS & ATEP Provost	Fall 2005	30%	There are more meetings about ATEP with SC, District, IVC and ATEP
Pursue necessary financial support through the Basic Aid process to build new campus buildings and to maintain and renovate existing buildings as described in the gkk/MAAS 2006 District Facilities and Master Plan.	President & PBC membership & SOCCCD Chancellor	Fall 2005	10%	Master Plan is complete.

**• IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#6 GOAL: Develop a Distance Education plan to increase the number of DE courses and ensure the academic quality of each of the DE courses.**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	4	Facilitate the development of a technology plan, including technology refresh and expansion of distance education programs.
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- ANTICIPATED OUTCOME/RESULT:** To ensure a continuous growth in the number of DE courses and the maintenance of high academic quality in each of the DE courses.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Work with the SC Academic Senate in developing a comprehensive plan to increase the number of DE courses and to provide the necessary infrastructure to support both the number and quality of DE courses.	President & VPI & Academic Senate President	Spring 2006	40%	Plan is near completion and will come to the PBC in May
Encourage the finalization of recommendations from the Distance Education Committee for consideration by the PBC.	President & PBC Membership & DE Committee Chairperson	Spring 2006	50%	Same as above.

**• IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

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**#7 GOAL: Address the specific recommendations provided by WASC in the 2004 Accreditation Self Study and in the Progress Report Visit Findings.**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	7 & 10 & 9	Support the Colleges in the implementation of planning agendas identified in the self-studies for the reaffirmation of accreditation. Support the Colleges in the assessment and documentation of student learning outcomes and program review. Develop a plan to engage faculty, staff, administrators, managers, students, and the Board of Trustees in shared governance. Clarify the roles and responsibilities of shared governance groups.
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- **ANTICIPATED OUTCOME/RESULT:** Ensure the highest quality standards for the College and provide sufficient data to WASC to continue full accreditation. Support the Colleges in the assessment and documentation of student learning outcomes and program review.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Continue to strengthen the purpose and mission of the Planning and Budget Council (PBC) to oversee the governance of the College and make appropriate recommendations to the College President concerning the operation of the College.	President & PBC membership	Ongoing	35%	The new Strategic Planning Process will define the role of the PBC.
Work closely with the Academic Senate to continue the College SLO Implementation Plan including the support for the adopted Program Review process.	President & AS President & Program Review Chairperson & SLO Implementation Plan Chairperson & Research Analyst	Fall 2005	60%	There is 100% departmental completion of the first 3 columns in the SLO plan
Continue to work with GKK/MAAS Group to finalize the District Education and Facilities Master Plan.	President & PBC membership	March 1, 2006	100%	Task completed.
Continue to work with the District and the Board of Trustees to address the WASC Recommendations concerning the relationship between the College and the District as described in the 2004 Accreditation Self Study.	President & SOCCCD Chancellor	Ongoing	70%	Two workshops and a Board presentation has addressed this issue.

• **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#8 GOAL: Continue to increase the quality and quantity of Collegewide communication.**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	12	Define, identify and review what the Colleges and District believe to be best practices in instruction, student services and administrative services and move towards their implementation.
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- **ANTICIPATED OUTCOME/RESULT:** To inform the College community of College issues and events.

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ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Publicize the monthly Leadership Forum (last Tuesday of each month) to encourage more participation from the College community.	President & Executive Assistant to the President & Director of Marketing	Ongoing	85%	This is a continuous process.
Facilitate an increase in the number of President's Chats to better inform the College community of Collegewide issues.	President & Executive Assistant to the President & Director of Marketing	Ongoing	85%	This is underway.
Continue to provide a weekly PBC meeting Minutes on line to provide information to all College personnel regarding the shared governance decisions affecting the College.	President & Executive Assistant to the President & Web Master	Ongoing	95%	The mechanism is in place and the PBC minutes are on line
Support the Saddleback College process of the District Goals and Action Plans. The SC process was reviewed and recommended by the PBC.	President & PBC membership	Ongoing	85%	The College is meeting the objectives.

**• IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#9 GOAL: Facilitate the assessment and documentation of student learning outcomes and program review**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	10	Support the Colleges in the assessment and documentation of student learning outcomes and program review.
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- ANTICIPATED OUTCOME/RESULT:** Student Learning Outcomes will be developed
- Assessment methods will be determined
- Criteria for success will be established
- Data will be collected

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Divisions will complete all columns on already established SLO forms.	VPI & Division Deans	Ongoing	70%	The assessment tools are being decided by departments.
Divisions will complete scheduled program reviews adhering to established college guidelines.	VPI & Division Deans	Ongoing	60%	The schedule is almost complete.

**• IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#10 GOAL: Facilitate the development of a technology plan, including, technology refresh and enhancement of distance education programs**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	4	Facilitate the development of a technology plan, including technology refresh and
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|  |  | expansion of distance education programs |
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- **ANTICIPATED OUTCOME/RESULT:** A prioritized equipment and technology plan and listing for each division will be completed and integrated into a college-wide technology plan.  
 A strategic plan will be created on how to assess the distance education program.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Identify current and expected technology needs for instruction and service.	VPI & Division Deans Directors of IT and AV	Annual	80%	The technology needs have been prioritized and submitted to the District.
Establish and implement a needs assessment for instructional support in distance education.	VPI & Division Deans	2006-08	65%	The Report will be submitted to PBC in May.
Promote new ways to use technology in the classroom.	VPI & Division Deans IT Director	Ongoing	35%	More workshops are being planned by IT.
Evaluate the success of the Distance Education classes.	VPI	Ongoing	50%	A report will be submitted to PBC in the future.

- **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#11 GOAL: Facilitate the assessment, revision and implementation of strategies to enhance enrollment**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	3	Facilitate the assessment, revision and implementation of strategies to enhance student enrollment at SC and IVC, including coordination of curriculum and schedule of classes, and assessment of student satisfaction.
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- **ANTICIPATED OUTCOME/RESULT:** Saddleback College will see an increase in enrollment

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Conduct surveys on student satisfaction.	VPI & Division Deans & Research Analyst	Ongoing	10%	The details have yet to be determined.
Conduct focus groups detailing enrollment strategies to increase both student head count and WSCH.	Enrollment Management Committee (EMC)	Annual	20%	EMC is in the process of putting together the focus groups
Target community interests through the use of online and in-class evaluations.	VPI & Division Deans & Community Education Director	Ongoing	25%	Currently in progress.
Review and evaluate current registration process.	Enrollment Management Committee	Ongoing	25%	Currently in process with a Report to PBC due in July

- **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

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**#12 GOAL: Facilitate the development of a comprehensive staffing plan for the Instructional areas**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	5	Facilitate the development of a comprehensive staffing plan for SC, IVC, ATEP and the District.
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- **ANTICIPATED OUTCOME/RESULT:** There will be an improved faculty and staff to student ratios

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Identify faculty and staff positions that need to be filled in instructional areas.	VPI & Division Deans	Ongoing	50%	Currently in progress.
Recommend necessary financial support for the positions.	VPI	Ongoing	50%	Currently in progress.
Design a process to facilitate replacing retirements and resignations.	VPI & Academic Senate	Ongoing	50%	The Hiring Prioritizing Committee plan to meet in May.

- **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#13 GOAL: Coordinate the development of a public relations, marketing and outreach plan to strengthen student enrollment and retention, and internal and external communication.**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	6	Coordinate the development of a public relations, marketing and outreach plan to strengthen student enrollment and retention, and internal and external communication.
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- **ANTICIPATED OUTCOME/RESULT:** Saddleback College will see increased enrollment, retention and improved internal and external communication.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Identify programs, courses, and services that need to be marketed	VPI & Division Deans	Ongoing	35%	Currently in progress.
Identify ways to attract new students and to retain students	VPI & Division Deans & Enrollment Management Committee	Ongoing	40%	Currently in progress.
Update and renovate websites to better present our college program.	VPI & Marketing Committee & Website Task Force	Ongoing	60%	Currently in progress.
Survey internal and external constituents to determine student needs both for course selection and times of course offerings.	VPI & Marketing Committee & Research Analyst	Ongoing	20%	Currently in progress.

- **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

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**#14 GOAL: Create and Implement the Accreditation Self Study Planning Agendas**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	7	Support the colleges in the implementation of planning agendas identified in the self studies for the reaffirmation of accreditation.
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- **ANTICIPATED OUTCOME/RESULT:** There will be an easier process for decision making.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Gather existing College planning documents.	Planning and Budget Council	Ongoing	30%	In progress.
Recommend consultant to assist with planning process.	Planning and Budget Council	Ongoing	80%	No consultant is planned at this time.

- **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#15 GOAL: Define, identify and review best practices in instruction**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	12	Define, identify and review what the Colleges and District believe to be best practices in instruction, student services and administrative services and move towards their implementation.
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- **ANTICIPATED OUTCOME/RESULT:** Best practices in instruction will be identified to be used as examples for instructional improvement.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Review best practices for all aspects of the College.	PBC	Fall 2005	30%	Currently in progress.

- **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#16 GOAL: Coordinate public college events and an assertive outreach and retention plan to strengthen student enrollment and relationships with local high schools and the community.**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	6	Coordinate the development of a public relations, marketing and outreach plan to strengthen student enrollment and retention and internal and external communication.
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- **ANTICIPATED OUTCOME/RESULT:** College will not lose enrollments during challenging move of many classrooms to lower campus.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Plan and conduct Family night, Senior Day and Welcome Day.	Outreach Specialist & Marketing and Event	Ongoing	50%	In progress with increased participation.

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	Committees			
Train and send Student Ambassadors and student outreach/retention workers to local high schools, middle schools, malls and public events.	Outreach Specialist	Ongoing	50%	Currently in progress.
Send counselors to high schools to provide information at special events.	Counseling Dept. & CS & SP Dean & Coordinator	Ongoing	50%	Currently in progress
Develop and send automated phone and email messages to potential and current students each term to remind to complete registration process and offer assistance.	VPSS & Executive Assist. To the VPSS	Ongoing	60%	Currently in progress.
Coordinate professional, culturally diverse and positive special events including homecoming, scholarship ceremony and commencement.	VPSS & Foundation Director & Student Development Director & International Students Office & Cross-Cultural Studies Advisory Board	Ongoing	60%	Currently in progress
Provide Student Handbook, Financial Assistance materials, Student Planner and other department materials to all new incoming students. Use information in outreach.	Student Services & Assistant Dean & Outreach Specialist & Marketing Committee & Financial Assistance Director	Ongoing	20%	
Support completion of the online educational plan.	District IT & CS&SP Dean & Online Ed Plan Task Force	Spring 2007	40%	
Improve Student Services web site and online and telephone processes for admissions and records, matriculation and counseling of new students.	Dean & Assistant Dean & Matriculation Coordinator, & Student Services Leaders	Ongoing	20%	Currently in progress.

• **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#17 GOAL: To improve the internal working environment at the College.**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	9	Develop a plan to engage faculty, staff, administrators, managers, students and the Board of Trustees in shared governance. Clarify the roles and responsibilities of shared governance groups.
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- **ANTICIPATED OUTCOME/RESULT:** Survey will show that most staff and students feel that the campus climate is positive.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Strengthen Associated Student Government, Interclub Council and student activities and involvement in shared governance.	Student Development Director & VPSS	Ongoing	60%	Currently in progress.
Provide Professional Development opportunities and inservice events to Student Services Leaders, faculty and staff.	VPSS & Student Services Leaders	Ongoing	40%	New workshops and retreats have been planned.
Contribute planned events to flex days and other college events.	VPSS & Student Services Leaders	Ongoing	70%	Working with Flex Day calendar to provide more events.
Hold efficient, supportive Student Services Leaders groups and individual meetings.	VPSS	Ongoing	60%	Currently in progress.
Conduct student focus groups to glean reliable information that will be used to improve instruction and services to students.	Marketing Committee Outreach Specialist & Select Student Services Staff	Ongoing	50%	Currently in progress.
Support Associated Student Government participation in local, state and national programs designed for college students.	VPSS & Student Development Director	Ongoing	50%	

- **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#18 GOAL: Improve vendor services for staff and students including bookstore, coffee cart, cafeteria and vending machines.**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	3	Facilitate the assessment, revision and implementation of strategies to enhance student enrollment at SC and IVC, including coordination of curriculum and schedule of classes, and assessment of student satisfaction.
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- **ANTICIPATED OUTCOME/RESULT:** Students surveyed will show increased satisfaction.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Develop "attractive grab & go" beverages and food services for new lower campus encouraging a student-friendly environment.	VPSS & Student Development Director	Jan-Dec 2006	50%	Working with M&O to develop such a service.
Review vendor contracts with increased value to students.	VPSS & Student Development	Jan-July 2007	20%	Currently in progress.

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	Director & Bookstore and Food and Beverage Committees			
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• **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#19 GOAL: Facilitate the development of a comprehensive staffing plan for Student Services.**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	5	Facilitate the development of a comprehensive staffing plan for SC, IVC, ATEP and the District.
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- **ANTICIPATED OUTCOME/RESULT:** There will be improved faculty and staff to student ratios.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Identify faculty and staff positions that need to be filled.	Student Services Leaders	Ongoing	45%	Leaders will work with Faculty Prioritization Committee for recommendations.
Identify and Recommend necessary financial support to fill the positions.	VPSS & CS&SP Dean & Student Services Assistant Dean	Ongoing	35%	This Plan will be addressed by PBC.
Design a process to facilitate replacing retirements and resignations.	PBC, Academic Senate, Classified Hiring Committee	Ongoing	40%	This will be discussed by PBC as part of the Strategic Plan.

• **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE

**#20 GOAL: Complete Student Services AUOs and Program Review.**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	10	Support the Colleges in the assessment and documentation of student learning outcomes and program review.
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- **ANTICIPATED OUTCOME/RESULT:** AUO research and outcome sections of form will be completed by all Student Services departments and utilized in new strategic planning model. Second cycle of program review will be completed and used for Student Services.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Complete the research and outcome sections of the AUO forms.	Student Services Leaders, VPSS	Spring 2007	20%	Currently in progress.
Complete second round of Student Services program reviews.	Student Service Leaders	Ongoing	25%	Currently in progress.
Work with College Research office to insure that a	Research Analyst	Spring 2007	20%	Currently in progress.

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campus survey instrument is selected and used.				
Support the completion of the Athletics and DSPS program reviews.	PE/Athletics Dean & PSPS Director & Assistant Dean	Fall 2007	20%	DSPS review currently in progress. The Orange Empire Conference Report was completed in April, 2006 for the OEC on-site review.

• **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

<b>OBSTACLE</b>	<b>YOUR PLAN TO OVERCOME THE OBSTACLE</b>

**#21 GOAL: Define, identify and review best practices in Student Services.**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	12	Define, identify and review what the Colleges and District believe to be best practices in instruction, student services and administrative services and move towards their implementation.
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- **ANTICIPATED OUTCOME/RESULT:** Three new practices will be in effect by Fall Semester 2007.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Each Student Services unit will define at least one best practice that will improve services to students and research and plan for implementation.	Student Service Leaders	Spring 2007	10%	

• **IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL?**

<b>OBSTACLE</b>	<b>YOUR PLAN TO OVERCOME THE OBSTACLE</b>

**#22 GOAL: Facilitate Student Services input into the improvement of board policy, administrative regulations, processes and procedures for student discipline and campus safety.**

<b>CORRESPONDING DISTRICT GOAL (IF APPLICABLE):</b>	
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- **ANTICIPATED OUTCOME/RESULT:** Processes, procedures and regulations will be streamlined resulting in improved safety conditions and efficient and fair systems of handling student discipline.

ACTION STRATEGIES OR ACTIVITIES NECESSARY TO ACCOMPLISH GOAL	RESPONSIBILITY	TIMELINE	% GOAL COMPLETED	COMMENTS
Review and recommend for amendment Board Policy and Administrative Regulation #5401 to be more efficient, insure legal rights and best meet the needs of students, staff and faculty.	Deputy Chancellor, & VPSS & Advisory Council	Spring 2006	85%	Currently under final stages of review by VPSSs and Advisory Council.
Provide workshops for college faculty, staff and administrators training how to handle breaches of the student code of conduct safely and correctly.	VPSS & Chief of Police	Ongoing	60%	Currently being planned for 2006-2007 academic year.
Provide students who are not a threat to themselves or others and who have violated the	Health Services Director & VPSS &	Ongoing	60%	Currently in progress.

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student code of conduct, a chance to learn from their mistake and receive counseling.	Assistant Dean & Student Development Director			
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Design and implement a safe and secure area in Admissions and Records for the collection of college fees.	Enrollment Services Director & Registrar & VPSS & Fiscal Services Dir	Spring 2006	15%	Consultation with M&O is currently underway.
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Improve the design and system of a more secure area for obtaining the Associated Student Body card.	VPSS & Student Development Director	Spring 2007	15%	Review with M&O is currently under way.
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**• IS THERE AN OBSTACLE THAT KEEPS YOU FROM COMPLETING THIS GOAL? YES**

OBSTACLE	YOUR PLAN TO OVERCOME THE OBSTACLE