

Office of Student Services Program Review

Presentation to Consultation Council

May 10, 2011

Program Description

Saddleback Vision:

Saddleback College will be the first choice of students who seek a dynamic, innovative, and student-centered post secondary education.

Saddleback Mission:

Saddleback College enriches its students and the south Orange County community by providing a comprehensive array of high-quality courses and programs that foster student learning and success...

Program Description (con't)

The Office of Student Services:

- ✓ Ensures the existence of high-quality programs across Student Services.
- ✓ Provides direction, support, and mentorship to departmental leaders.
- ✓ Provides ethical leadership as member of our college executive team.
- ✓ Responds to student conduct code violations.

Program Description (con't)

Student Service Areas:

- Outreach
- Student Info Center
- Admissions & Records
- International Students
- Financial Aid
- Scholarships
- General Counseling
- Articulation
- Matriculation
- Transfer Center
- Career Center
- Re-Entry Services
- Student Health Center
- DSPS
- EOPS/CARE
- CalWORKs
- Vets Resource Center
- Student Development
- Student Gov./Clubs
- Child Development Center
- Student Discipline
- Applied Psych Classes
- Adapted PE Classes
- Special Services Classes
- Campus Police
- Parking Services
- Cafeteria
- Bookstore
- Coffee Carts/Vending
- Various Grants

“S.W.O.T.” Analysis

Strengths:

- Strong student satisfaction w/ Student Services
- High expectation for quality by staff & community
- Highly skilled and experienced leadership staff
- Dedicated Student Services staff
- Addition of Outreach and VETS staff



Note: Information pulled from both the March 2010 Student Services Program Review and May 2010 CCBT Consultant Report.

“S.W.O.T.” Analysis (con’t)

Opportunities:

- Partnering with the community
- Creativity: team problem solving
- Teaching students how to help themselves
- Helping students become stronger
- Reinventing what the basics are
- Next greatest generation



Note: Information pulled from both the March 2010 Student Services Program Review and May 2010 CCBT Consultant Report.

“S.W.O.T.” Analysis (con’t)

Threats and Challenges:

- More students = greater demand for services
- Maintaining previous high standard of service
- Departments understaffed... employees stressed/tired
- Using PT-ers instead of FT-ers undermines quality of service
- Facilities too small, poorly designed, too few...
- Communication within/outside of SS in need of improvement
- Paper-rich operations lead to inefficiencies, extra work, & delays
- Competitive/isolated culture in SS in need of improvement



Note: Information pulled from both the March 2010 Student Services Program Review and May 2010 CCBT Consultant Report.

Needs



Human Resources

Student Services:

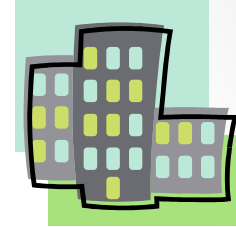
- Permanent staff instead of part time staff (Fin Aid, etc.)
- Additional Student Services dean
- Additional Counseling faculty (improve student-to-counselor ratio)
- Additional IT Support (Application Specialist)

VPSS Office:

- Reclass Executive Assistant to confidential position
- Add 29 hour administrative assistant to support VPSS Office

Note: Information pulled from both the March 2010 Student Services Program Review and May 2010 CCBT Consultant Report.

Needs (con't)



Facilities

Student Services:

- Short-Term: adequate temporary spaces for a number of services
- Short-Term: minor remodel of Student Health Center facility
- Longer-Term: new Student Services building (EFMP)
- Longer-Term: renovate Student Services building (EFMP)

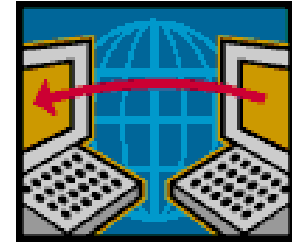
VPSS Office:

- Relocate VPSS Office to AGB building. Join rest of executive team

Note: Information pulled from both the March 2010 Student Services Program Review and May 2010 CCBT Consultant Report.

Needs (con't)

Technical and Equipment



Student Services:

- Computerized assessment (computers, privacy stations, etc.)
- Standardized document scanning system
- Dedicated IT support (district/college) for SIS, MAP, & Degree Audit

Note: Information pulled from both the March 2010 Student Services Program Review and May 2010 CCBT Consultant Report.

Needs (con't)

Research



Student Services:

- Establish culture of inquiry and evidence
- Develop Student Services research agenda (articulate key questions)
- Strengthen research capacity of division (capture key data)
- Implement continuous improvement model (use findings to improve)

Note: Information pulled from both the March 2010 Student Services Program Review and May 2010 CCBT Consultant Report.

VISION

Student Services Leaders Council

Promote professional development

Promote collective planning

Promote collaborative decision making

Advocate collaboratively for student needs

Dissemination of information

MISSION

Office of VP SS is all encompassing:

- provide professional expertise, support, encouragement, & oversight for all of Student Services.
- recruit new students & provide support services to enable students in developing & reaching personal, vocational & educational goals
- increase student success, retention, graduation & transfer rates.

4. Partner with District IT in the development, implementation and utilization of new technology and programs.

3. Stress importance for the college to maintain 08-09 levels for categorical programs & increase general fund budget to keep pace with growing student support needs.

2. Advocate for an increase in numbers of faculty & staff to adequately serve students .

1. Expanded additional & better designed spaced to accommodate existing service units & increased numbers of students with greater needs.

THREATS & WEAKNESSES

- See following pages

STRENGTHS & OPPORTUNITIES

- See following pages

BOLD STEPS: Advance Our Work

VALUES

- Integrity
- Caring
- Cooperation
- Harmony
- collaboration
- Collegiality

Exercise Purpose: For Student Services to develop a cohesive sense of purpose and a united supportive approach to achieve success focusing on solutions during this economic crisis as the college goes through its planning stages.

Vice President for Student Services

My Vision

To Create a model program. An exceptional Student Services division founded on principles of excellence and continuous improvement.



Model Program Characteristics

- ✓ **Quality of Service:** accuracy, timeliness, adding value to student experience
- ✓ **Continuous Improvement:** grounded in research, use of best practices
- ✓ **Student-Centeredness:** holistic approach to service, student as key
- ✓ **Learning-Focused:** helping students acquire success knowledge and skills
- ✓ **Advocacy:** for student, staff, and faculty
- ✓ **Accountability:** holding all accountable for fulfillment of college mission
- ✓ **Effective and Efficient use of Resources:** human, intellectual, fiscal, emotional
- ✓ **Collegial Consultation**
- ✓ **Professional Development**