Accreditation Action Plan

Student Services Division Meeting
March 12, 2013
Erika and her team (Deans and VC’s) working on plan to address all recommendations for the college as a whole.

Faculty will see a survey go out that will begin process on gathering information on Outcomes & Assessment. Beginning of documentation.

More information will be rolled out as plans are developed and refined. Looking at training and more support on Outcomes & Assessment.

Student Town Hall.
Report finds that for Standard IIB – Student Support Services – the college “partially meets the standard”.

Action Plan being drafted by Katy & Erika.

* Division Action Plan & Individual Department Action Plans will be discussed at upcoming meeting by Katy & Erika.

* Katy will then follow up with individual departments for implementation.
Address specific items addressed in the Accreditation Report under Standard IIB.

Many of the items pointed out loop back to larger college Recommendations.

Action Plan addresses both the Student Services Division as a whole and Individual Departments.

Training & Support from DOSS and Chancellor’s Office are integrated into plan.

Parts of the plan provide framework for departments to follow while other parts of the plan will be more prescriptive.
Key Themes in Action Plan

* Service to Distance Education students
* Service delivery for ALL students
* Outcomes & Assessment
  * Establishment of outcomes (SLOs vs. SAOs)
  * Robust assessments
* Closing the loop
  * Are we doing what we say we will do?
  * How do we need to improve?
  * Are we doing a good job? If so, how? If not, what are we changing?
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<tr>
<th>Item #</th>
<th>Accreditation Report Item</th>
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<th>Category</th>
<th>Proposed Action</th>
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<td>Two results of this attention are the newly adopted reorganization and the new policies on remedial education, both of which have long-term implications for the provision of student support services. The college is urged to design assessment measures and evaluate the efficacy of those changes.</td>
<td>33-34 Assessment</td>
<td>Outcomes &amp; Assessment</td>
<td>Conduct internal process and staff evaluations on efficacy of reorganization changes. Are staff feeling more supported? Are we able to better meet the needs of students?</td>
<td>DOSS and new Dean of Academic Support</td>
<td>Possible AOC</td>
<td>Look back at historical documents on goals of the reorganization. From there, conduct overarching questions as to effectiveness of reorganization. Also look at effectiveness indicators for student services - did we enhance or streamline processes for support?</td>
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<td>There is little evidence to suggest that college-wide or “student support services-wide” discussions have occurred about new students access, progress, learning, and success are consistently supported in either traditional or DE delivery methods.</td>
<td>Strategic &amp; Long-term Planning, DE</td>
<td>Outcomes &amp; Assessment</td>
<td>Conduct internal audit of Student Services to document what types of services are online. If webpages and other areas are current and up to speed, and if information is consistent. Develop a long-term plan to provide more robust online services to DE students.</td>
<td>DOSS</td>
<td>One lead from each area</td>
<td>Need to take into consideration various regulations on what we can and cannot provide online. Work closely with webteam and IT staff. Need to loop back into larger campus plan for DE.</td>
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<td>There is evident discussion of the components of the program review, but the discussion does not indicate a direct relationship between data and achievement of goals/outcomes. Although considerable assessment is being conducted, it is not linked in a way to the desired outcomes.</td>
<td>Outcomes &amp; Assessment</td>
<td>Hold workshops and trainings on outcomes and assessment for Student Services division. This will give us a common baseline on what outcomes and assessment mean. For areas that do not have SLOs, develop. For areas that do, refine if needed. From there create an assessment plan for each area and for the division as a whole. Look at developing division-wide assessment tool for some outcomes.</td>
<td>DOSS</td>
<td>Workshops will be done for whole SS Division</td>
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<td>[In relation to our online catalog] However in the electronic form, the links to the various sections (such as those for Services for Students, Academic Regulations, Tuition &amp; Fees, Degrees and Certificates, Program Descriptions) lead to the entire catalog website rather than to the specific section. The degree of difficulty in finding information is increased dramatically from the perspective of the distance reader.</td>
<td>Catalog, DE, Website</td>
<td>Create catalog committee. This body will be responsible for all information in the catalog both online and in print. Work closely with webteam to link directly to appropriate sections. Create timeline on updating catalog and review process. If need be, create new webpages for areas like Dean of Students Office which can house and outline policies and procedures.</td>
<td>Catalog, VCAA Office, Registrar, Counseling Coordinator</td>
<td>DOSS, VCAA Counseling Coordinator</td>
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<td>Do we have an existing body?</td>
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<td>6</td>
<td>The catalog also includes completion rates, but does not yet contain student loan default rates.</td>
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Katy & Erika will roll out plan to whole division after spring break.

Katy will follow up with departments/programs after initial roll out.

Roll out of Satisfaction Survey.

Commission will be visiting in October 2013. By that time the Action Plan should be well under way.

This will require work throughout the Summer Term.
This is an opportunity to showcase what we are doing well and make improvements so we can better serve our students.

We will use the Action Plan to help drive strategic planning for the division.

The Action Plan will provide a framework from which to work in.

We will need to move quickly and hasten our progress. There will be communication throughout the process from DOSS Office.

We want to not only meet this standard, but EXCEL in our areas.

Shift from reactive to proactive.

We need to break down our internal barriers and work as a team – we are all responsible for student success.