

Program Overview - Program Mission

[Page Description](#)

Program Mission

Describe the purpose of the program:

The Student Services Division is committed to providing a comprehensive support system to the college's diverse student population that empowers students to reach their educational and personal goals.

Respondent: **Student Services Administrators**

Validation Review

Data Evaluation:

Comments:

OBJECTIVES:

Objective	Begins	Ends	Priority	Status	Term	
Increase awareness and utilization of services.	Jan, 2007	Jun, 2011	High	In-Progress	2007	View/Modify

Program Overview - Overview

[Page Description](#)

Response to Demand

Location, days/hours:

The Office of Student Services is opened Monday through Friday 8:30 a.m. to 5:30 p.m. Each student services department maintains operational hours from 8 a.m. to 5:30 p.m. Every department is required to remain open at least one evening until 7 p.m.; however, several offices remain open until 7 p.m. Monday through Thursday. This includes: A&R, Counseling, Matriculation/Assessment, Financial Aid. During peak registration time, the aforementioned offices hold extended hours during the week and is open 4 Saturdays during peak fall and spring registration.

Respondent: **Student Services Administrators**

Services offered during last cycle:

Service Offered	On-Going	Date Added	Date Deleted	
	e			
Service		Date Added	Date Deleted	
Implements student services policy	On-going	On-going		Remove
Assist students who are referred from other office	On-going			Remove
Maintains student discipline files	On-going			Remove
Facilitate Stud Services Council, provides updates	On-going			Remove
Responds to student inquiries over the phone	On-going			Remove
Provides oversight over operating budgets/purchase	On-going			Remove
Coordinates planning for welcome week/registration	On-going			Remove
Provide inquiry process to meet with VPSS	On-going			Remove
Advocate for additional resources for division	On-going			Remove
Provide adm supervision over Matriculation	On-going			Remove
Provide adm supervision over DSPS	On-going			Remove
Provide adm supervision over General Counseling	On-going			Remove
Provide adm supervision over Transfer Center	On-going			Remove
Provide adm supervision over Foster/Kinship Care	On-going			Remove
Greet students and maintain Student Entry Lobby	On-going			Remove
See individual program reviews for additional serv	On-going			Remove

Number of Participants Served

Given the data, describe the trends in Ethnicity, Age and Gender. What are the implications for your program?

The Division of Student Services provides support services to all actively enrolled students. Since fiscal year 2006/07, the college experienced an overall growth of 35 percent (13.4% in 06/07, 8.9% in 07/08 and 12.7% in fall 2008). If the college continues grow its imperative that additional resources and personnel be allocated to the division to properly serve the growing student body.

The Division of Student

Services provides support services to all actively enrolled students. Since fiscal year 2006/07, the college experienced an

overall growth of 35 percent (13.4% in 06/07, 8.9% in 07/08 and 12.7% in fall 2008). If the college continues grow its imperative that additional resources and personnel be allocated to the division to properly serve the growing student body.

Save

Student Achievements

Given the data, describe the trends in Access, Success , and Persistence. What are the implications for your program(s)?

The Division of Student Services routinely monitors student access, success and persistence of the college-at-large and within each of the departments. Annually the Vice President of Student Services reviews the California Community College Chancellor office ARCC report and updates the Student Services Strategic Plan to incorporate student success objectives and measures.

The Division of Student Services routinely monitors student access, success and persistence of the college-at-large and within each of the departments. Annually the Vice President of Student Services reviews the California Community College Chancellor office ARCC report and updates the Student Services Strategic Plan to incorporate student success objectives and measures.

Save

Validation Review

Data Evaluation:

Comments:

OBJECTIVES:

No Objectives Submitted.

External Validation - Advisory Board

[Page Description](#)

Advisory Board

Members Names, Representation:

Advisory Board Member Name	Company/Affiliation	Title	Meet Once Every	
			Month	
Member	Affiliation	Title	Meeting Frequency	
Betsy Regalado	Student Services Council	Vice President	Month	Remove
Michael Goltermann	SSC	Dean	Month	Remove
Celena Alcalá	SSC	Associate dean	Month	Remove
Lawrence Jarmon	SSC	Dean	Month	Remove
Sheila Jeter Williams	SSC	Admin. Secretary	Month	Remove
Sherron Rouzan Thomas	SSC	Divisional Chair	Month	Remove
Tony Gamble	SSC	Transfer Center Director	Month	Remove
Adrienne Foster	SSC	DSPS Coordinator	Month	Remove
Patricia Banday	SSC	Matriculation Coor/Counselor	Month	Remove
Glenn Schenk	SSC	Financial Aid Manager	Month	Remove
Yvonne Simone	SSC	CDC Director	Month	Remove
Lisa Ma	SSC	Health Center	Month	Remove
Angel Viramontes	SSC	Outreach Coordinator	Month	Remove
Kathleen Greer	SSC	International Advisor	Month	Remove
Steve Aggers	SSC	Athletics Director	Month	Remove

Respondent: **Betsy Regalado**

Meetings

List the Date and Membership of your Advisory Board:

Dates (mm/dd/yyyy)	# Members	Members Attending	
Date	# Members	Members Attending	
9/2008-6/2009	15	See above list	Remove

Reminder: Keep copies of your Minutes for audit purposes.

Recommendations

What have been the major recommendations resulting from your advisory board meetings? Of those recommendations, which have been acted upon, and what is your plan of action with regard to other recommendations discussed?

The on-campus advisory board meets monthly to discuss state and district changes, college policies and important events scheduled for the academic year. Suggestions are solicited at every meeting to improve support services on campus. The monthly meeting also provides the Division with the opportunity to collaborate and solicit support on campus

activities.

The on-campus advisory board meets monthly to discuss state and district changes, college policies and important events scheduled for the academic year. Suggestions are solicited at every meeting to improve support services on campus. The monthly meeting also provides the Division with the opportunity to collaborate and solicit support on campus activities.

Save

Validation Review

Data Evaluation:
Comments:

OBJECTIVES:

No Objectives Submitted.

External Validation - Program Accreditation

[Page Description](#)

Response to Demand (Operational Program Review)

Is this program subject to approval/accreditation by specialized state, regional, or national accrediting agencies?

What is the program's accreditation status?

The categorical programs within the Student Services Division are regulated by Title 5 of the California Educational Code and by the California Community College State Chancellor's Office. The Foster/Kinship Care and CAHSEE grant are regulated by the CCC State Chancellor's Office and the Admissions and Records office is regulated by the LACCD Board and Administrative Rules. Financial Aid office is regulated by both federal and state guidelines and the International Student Program must adhere to LACCD Administrative regulations and federal guidelines when issuing I-20s. Department supervisor are responsible for implementing federal, state and district policy.

Respondent: **Student Services Administrators**

Recommendations

Indicate recommendation of the most recent accreditation evaluation of the program and corrective actions taken or planned. Most recent accreditation report and all additional pertinent documentation and explanations should be available on site for consultant review

These recommendations are housed in the respective department.

These recommendations are housed in the respective department.

Save

Validation Review

Data Evaluation:
Comments:

OBJECTIVES:

No Objectives Submitted.

SLOs - Program SLOs

[Page Description](#)

Resources

[Curriculum Committee webpage with Institutional and Program SLOs listed](#)
[42 single course assessments by West faculty](#)
[SLO Tutorial on Janet Fulks' Bakersfield CC website](#)

Student Learning & Service Outcomes

Core Competency
Program Goals & Objective
Outcome (student will know and be able to do)
Opportunity (conditions under which student will demonstrate competency)
Assessment Tool
Recommendation (for improvement)

Core Competency	Program Objective	Outcome	Opportunity	Assessment Tool	Recommendation
-----------------	-------------------	---------	-------------	-----------------	----------------

Student to be able to navigate student services and college processes for a successful college experience.		Students will be able to locate the various student services offices on campus.	Participation rate will increase in the different departments.	The LACCD student satisfaction survey and point of contact survey will be used to assess student's satisfaction and use of the services on campus.	Remove
Student to demonstrate respect and civil conduct when interfacing with the college staff and students.	Students will adhere to the LACCD Standards of Student Conduct	Students will behave appropriately within the college's diverse student body.	Will demonstrate appropriate behavior in the classroom and at school activities.	Number of student disciplines reported to the Office of Student Services.	Remove
Student to be able to navigate telephone and on-line technology to access and use student services.	Students will be able to apply, add, drop classes on line and research student services on campus.	Students will be able to search for services on the college website.	Students will be able to communicate to staff their needs by emailing the staff.	The number of students using the on-line services.	Remove
Seek out and engage in learning opportunities that broaden one's own self-confidence, create self-direction and enhances self-esteem	Student will progress towards and/or complete their educational goal at West.	Student will be able to successfully enter the job market or continue their education at a four-year institution.	Participation rate in various campus activities will increase.	LACCD student satisfaction survey and student contact numbers will increase.	Remove

Core Competencies Alignment

How do the department's course and program SLOs address West's Core Competencies?

All of the SLOs are designed to address West's Core Competencies.

Respondent: **Betsy Regalado**

Assessment

Describe what has been done in developing and conducting assessment of student learning outcomes. Describe any changes implemented as a result of your findings from the assessment of student learning outcomes.

Student and staff satisfaction survey was conducted in fall 2008 and the results of the surveys presented in each of the department's program review report. The survey results were shared with the faculty and staff in the division for future planning.

Student and staff satisfaction survey was conducted in fall 2008 and the results of the surveys presented in each of the department's program review report. The survey results were shared with the faculty and staff in the division for future planning.

Save

Validation Review

Data Evaluation:

Comments:

OBJECTIVES:

Objective	Begins	Ends	Priority	Status	Term	
Reduce the number of students on academic probation.	Jan, 2007	Jun, 2011	Medium	In-Progress	2007	View/Modify
Help students identify career interest so they can declare a maj	Jan, 2007	Jun, 2011	Medium	In-Progress	2007	View/Modify

Program Effectiveness - Surveys

[Page Description](#)

Student Satisfaction Survey

Survey Name	Data Analysis	
Survey Name	Data Analysis	
Point of Contact Sur	The following departments issued point of contact surveys: Counseling, DSPS, Matriculation, EOP&S, FA, ASO, CDC, A&R, Outreach, International Student Center and Athletics. Some departments conducted an on-line survey using surveymonkey and others distributed hard-copy surveys.	Remove

Discuss and analyze Student Satisfaction Survey results and what program changes will be implemented in response to the survey data.

Survey details are available in the supplemental section of this template. In general most students are satisfied with the services provided in the various student services programs.

Respondent: **Point of contact survey was conducted in 08/09 that assessed the operating hours of each department.**

Faculty/Staff Program Assessment Survey

Survey Name	Data Analysis	

Survey Name Data Analysis

42 student services employees out of 54 (77%) responded to the staff survey. When the respondents were asked if they value the work they do 100% of the respondents stated that they strongly agree or agree. When asked if they felt that students appreciated what they do and that they work efficiently to get the job done 90% responded affirmatively to the question. 90% of the respondents also agreed that their immediate supervisor supports them in their work. The question on adequate and appropriate staff received the lowest rating (43% vs. 54%). In the narrative section, cleanliness of the office, equipment, human resources and budget were the greatest concern of the employees. [Remove](#)

Discuss and analyze Faculty/Staff Program Assessment Survey results and what program changes will be implemented in response to the survey data.

The survey in general was positive. Human resource and budget will eventually improve as the college continues to grow. The issue of office cleanliness will improve when the division moves to its new student services building in 2010. Currently, most of the services are housed in antiquated, old bungalows. In 08/09, student services received 14 new computers, 4

The survey in general was positive. Human resource and budget will eventually improve as the college continues to grow. The issue of office cleanliness will improve when the division moves to its new student services building in 2010. Currently, most of the services are housed in antiquated, old bungalows. In 08/09, student services received 14 new computers, 4 printers and one scanner under the Technology grant. Several departments experienced a slight increase in their discretionary account in 08/09.

Validation Review

Data Evaluation:

Comments:

OBJECTIVES:

Objective	Begins	Ends	Priority	Status	Term	
Increase number of transfer students.	Jan, 2007	Jun, 2011	High	In-Progress	2007	View/Modify
Decrease the percentage of applicants who never enroll at the co	Jan, 2007	Jun, 2011	High	In-Progress	2007	View/Modify

Program Outreach

[Page Description](#)

Program Outreach

What standing committees does your program maintain? What are their charges and membership?

Several student services programs are required to establish and maintain an advisory board. This includes DSPS, EOP&S, Matriculation, ASO, Transfer Center, and Athletics. Every month the Vice President of Student Services facilitates a monthly meeting with the heads of department to update them on state, federal and district changes that affect student services. Its also an opportunity for the supervisors to update each other on the activities they are currently working on and to request collaboration and support.

What intra-college collaboration has your program been involved in during the past six years?

Student Services interfaces internally among its unit members and interfaces with Academic Affairs and Administrative Services routinely. A few examples of collaboration is the JumpStart program, outreach activities, parking policy, learning communities such as UMOJA, PUENTE and FACE, welcome week, admission and records, CAHSEE, and Athletics. Almost all activities that are provided on campus require the support of each division on the campus to assure its success.

What has your program done since the last review to establish connections with schools, institutions, organizations, businesses, and corporations in the community?

Each student services department address this question in their individual program review. The division as a whole provides outreach services, general information and transfer services to the middle and high schools, and other non-profit organizations.

Respondent: **Betsy Regalado**

Validation Review

Data Evaluation:

Comments:

OBJECTIVES:

No Objectives Submitted.

Professional Development

[Page Description](#)

Professional Development

Name & Status	Activities (mark all that apply)	Comments

- e Conferences
- e Off-Campus Presentations
- e On-Campus Presentations
- e Professional Organization (Specify)
- e Publications
- e Grants
- e Campus-Wide Committees (Specify)
- e Other (Specify)

Name/Status	Activities	Comments	
Betsy Regalado	Conferences Off-Campus Presentations On-Campus Presentations Professional Organization (Specify) Grants Campus-Wide Committees (Specify)	Serve on numerous campus and district -wide committees including regional and state committees.	Remove
Sheila Jeter William	Conferences Campus-Wide Committees (Specify)	Serves on several campus and district committee as the AFT Staff Guild Representative.	Remove

Professional Development Needs

Are there areas of unmet professional development needs among faculty in this program? Please explain a proposed plan of action for addressing this need and any resources needed to achieve this development.

Every student services personnel is provided the opportunity to participate in on and off campus staff development activities. The description of the activities is listed in each department's program review report.

Respondent: **Betsy Regalado**

Validation Review

Data Evaluation:

Comments:

OBJECTIVES:

No Objectives Submitted.

Resources - Personnel

[Page Description](#)

Certificated Administrator, Faculty

Name	Job Title	FTE	
Name	Job Title	FTE	
Betsy Regalado	Vice President of Student Services	1	Remove

Classified Staff

Name	Job Title	FTE	
Name	Job Title	FTE	
Sheila Jeter William	Administrative Secretary	1	Remove
Betty Harrison	Office Assistant	1	Remove

Student Workers

Name	Type	Hours/Week	
Name	Type	Hours/Week	
None			Remove

Projections

Projected Retirements:

No projected retirement date set for Betsy Regalado or Sheila Jeter Williams. Betty Harrison projected retirement date is June 2011.

Are available faculty and classified staff adequate to support the program?

Yes, two full-time classified staff is sufficient to support the Office of Student Services; however, the Administrative Secretary position should be reclassified to Student Services Assistant (confidential) due to the duties and responsibilities of the position. Additional staff is required in the various student services offices and is reflected in the department's program review report. For a prioritized list of positions for the division, see supplemental section.

Respondent: **There is sufficient staff to effectively operate the Office of Student Services.**

Validation Review

Data Evaluation:

Comments:

OBJECTIVES:

No Objectives Submitted.

Resources - Facilities

[Page Description](#)

Facilities

Is space currently assigned to program adequate to support the needs of the service area? Please explain?

Absolutely not, a meeting/conference room and a separate storage room is needed to effectly operate the division. In 2010, the Student Services Division will be moving to its new location inside the Student Services Building. All services will be housed in the building except for ASO and Health Center. Both programs will be housed in the new Student Union adjacent from the Student Services Building.

Does the program regularly utilize general campus facilities? Are they available and adequate?

Several of the departments within student services utilizes the general classrooms and campus conference rooms for educational workshops and meetings. In most cases, the rooms are available and adequate.

Respondent: **The new student services building has one conference room and one 50 seat classroom for the division**

Validation Review

Data Evaluation:

Comments:

OBJECTIVES:

No Objectives Submitted.

Resources - Planning

[Page Description](#)

Past Unit Plan Objectives

What is the status of the objectives in the 2007 unit plan. Areas will evaluate the objectives included in the unit plan for 2007 in a grid with following measures: completed, in progress, deleted. Please explain outcome.

Based on your evaluation, what objectives or initiatives would you develop to improve this measure?

Objective	Begins	Ends	Priority	Status	Term	
Increase awareness and utilization of services.	Jan, 2007	Jun, 2011	High	In-Progress	2007	View/Modify
Increase number of transfer students.	Jan, 2007	Jun, 2011	High	In-Progress	2007	View/Modify
Reduce the number of students on academic probation.	Jan, 2007	Jun, 2011	Medium	In-Progress	2007	View/Modify
Help students identify career interest so they can declare a maj	Jan, 2007	Jun, 2011	Medium	In-Progress	2007	View/Modify
Decrease the percentage of applicants who never enroll at the co	Jan, 2007	Jun, 2011	High	In-Progress	2007	View/Modify

Service Area Planning Assumptions

In the space below, please list the planning assumptions that will guide your program during the next 6 year period. Include assumptions for at least the following areas:

- Expected demand
- Anticipated funding trends
- Anticipated pedagogical trends
- Anticipated technological trends
- Anticipated trends in student needs and/or demographics
- Relevant Advisory Group recommendations

The Student Services Strategic plans documents the activites accomplished and planned for the aformentioned objectives. In the past two years, the division has made steady progress in reaching its objectives; however, progress will be halted due to the college and the State of California's budget crisis. Several of the objectives require funding or personnel to accomplish its mission. In the upcoming two years, the college will focus on non-monitary activities that will enhance student success such as implementing DegreeWorks and the new automated early alert sytem.

Respondent: **Betsy Regalado**

Self-Assessment of Challenges Facing Program

Please present the program's analysis of the challenges it will face over the next 6 years in light of the measures of program effectiveness, progress toward past goals, and new planning assumptions.

The Division needs to fill several critical positions to accomplish its objectives stipulated in the Strategic plan; however, the financial stability of the State and college will cause the unit to focus strictly on non-monetary activities in 09/10 and to be creative in allocating its current operating budget.

Validation Review

Data Evaluation:

Comments:

Resources - Resource Request

Resource	Quantity	Description	Status	Term	
Personnel	1	FTE EOP&S Data Management Support Assistant to maintain the MIS reporting.	Pending Funding	2007	View/Modify
Personnel	1	FTE Sports Information Director to publicize the athletic department activities to the community, four year institutions and on campus.	Pending Funding	2007	View/Modify
Personnel	21	Hours Athletic Counselor to provide career, academic and vocational counseling.	Pending Funding	2007	View/Modify
Personnel	1	FTE Athletic Office Assistant to provide clerical support to the department.	Pending Funding	2007	View/Modify
Personnel	4	FTE Coaches to support football, track and field, basketball and baseball	Pending Funding	2007	View/Modify
Personnel	1	FTE Athletic trainer to support the department.	Pending Funding	2007	View/Modify
Personnel	4	FTE Counselors to provide career, on-line and general counseling support.	Pending Funding	2007	View/Modify
Personnel	1	FTE ASO Student Services Aid to provide clerical support to the ASO and Student Activities office.	Completed	2007	View/Modify
Personnel	1	FTE Office Assistant to provide clerical support to the Office of School Relations.	Pending Funding	2007	View/Modify
Personnel	1	FTE Student Recruiter to expand outreach services to the feeder high schools and community organizations.	Pending Funding	2007	View/Modify
Personnel	1	FTE Assistant Dean of Student Services to oversees the School Relations and Jumpstart program	Pending Funding	2007	View/Modify
Personnel	2	FTE A&R Registration Assistant to provide support in the admissions office.	Pending Funding	2007	View/Modify
Personnel	1	FTE A&R Data Management Support Assistant to maintain DegreeWorks and the document imaging system.	Pending Funding	2007	View/Modify
Personnel	2	FTE FA Assistant to package students	Pending Funding	2007	View/Modify
Personnel	1	FTE FA Supervisor to provide supervision in the office.	Pending Funding	2007	View/Modify
Personnel	1	FTE FA Counselor to assist students with career, academic and vocational counseling services.	Pending Funding	2007	View/Modify
Personnel	1	FTE CDC SFP Office Assistant to provide front office coverage and to enhance security of the center.	Pending Funding	2007	View/Modify
Personnel	15	Hours CDC Hourly faculty to expand summer and evening preschool.	Pending Funding	2007	View/Modify
Personnel	1	FTE Student Services Assistant to provide support to the International Student Center.	Pending Funding	2007	View/Modify
Personnel	1	FTE International Student Center Director/Counselor to expand the program and develop on-line admission and advisement services to international students interested in studying in the US or studying from abroad.	Pending Funding	2007	View/Modify
Personnel	1	FTE DSPS Learning Disability Specialist to replace Fran Israel when she retires in 2010.	In-Progress	2007	View/Modify
Personnel	1	FTE DSPS Instructional Assistant to assist with assistive technology.	Pending Funding	2007	View/Modify
Personnel	1	FTE DSPS Counselor to provide academic, career and vocational counseling services.	Pending Funding	2007	View/Modify
Supplies	2	Units General Office supplies and printing money for the Transfer Center to improve the delivery of services.	Pending Funding	2007	View/Modify
Supplies	2	Units CDC General curriculum classroom supplies and Sand. Improve delivery of services.	Pending Funding	2007	View/Modify
Equipment	1	Units A&R Scanner- to improve the delivery of service and to improve the security and integrity of student files.	Pending Funding	2007	View/Modify
Equipment	1	Units Athletics Fax Machine- improve the delivery of services.	Pending Funding	2007	View/Modify
Equipment	2	Units CDC Washer and Dryer- to improve delivery and quality of service to students.	Pending Funding	2007	View/Modify
Equipment	1	Units International Photocopier/scanner and fax machine to improve the processing of I-20s for international students.	Pending Funding	2007	View/Modify

Supplemental Material

Supplemental Materials:

FileName	Description	Uploaded	
Student Services Division SLO.doc	SLO for the Division	12/30/2008 2:11:00 PM	Edit Delete
Accreditation Rec 6 draft8 Response.doc	Rec 6 response for Student Services	12/30/2008 2:09:00 PM	Edit Delete
Student Services Resource Request.doc	2008/09 Prioritize list for resource request	12/30/2008 2:08:00 PM	Edit Delete
WLAC Strategic Plan for SS revised2008.doc	Student Services Strategic Plan	12/30/2008 1:45:00 PM	Edit Delete

Final Summary

[Page Description](#)

Summary

Based on your program review, summarize

Program Strengths - What is your program doing well?

The Division is progressing well in accomplishing its objectives. The division is more united and the changes are positively viewed by faculty, staff and students.

Program Weaknesses - What areas can your program improve?

Need additional resources and personnel to meet the demands on the division.

Discuss anything else you would like to share about your program that has not been addressed.

Each department's program review elaborates on the strengths and weaknesses of the department.

Respondent: **Betsy Regalado**

Validation Review

Data Evaluation:

Dean's Review and Recommendations:

Student Services Council Review

Save

Submit Program Review

Program Review has been completed for this Unit.