I.List and describe goals as identified by the planning councils.

1. We will provide student centered customer service to students, faculty, staff and community.
2. We will provide services that support and increase certificate and degree completion and transfer readiness.
3. We will improve student access and support of learning assistance, resources and services.

II. List and describe initiatives that will be priorities for the next year. (All initiatives must include evidence related to program review, SLOs, Audit findings, regulatory compliance, etc).

1. Have all Student Service units open for continuous service at least 5 days per week.
   1. Description: Units within Student Services currently observe varying hours of operation. As units anticipate expansion we should seriously consider how we can accommodate students and our community through 8-5 service M-F.
2. Work to provide every continuing student with a comprehensive SEP (student educational plan) their first year (recorded in Degree Works).
   1. Description: Necessary for SSSP compliance and to improve student success.
3. Introduce counselor led workshops for students designed to provide greater numbers of first semester students with abbreviated SEP’s (recorded in Degree Works).
   1. Description: Necessary for SSSP compliance and to improve student success.
4. Launch and promote the new on-line student orientation.
   1. Description: Coastline is partnering with OCC and GWC in deploying the Adapt Courseware product tailored for, intuitive student utilization, unit-centered revisions and edits, and SSSP compliance. The CMS platform will also allow for expansion to other student success orientations or tutorials that will assist students from the “prospective” phase through “completion,” or “transfer.”
5. Ensure new or existing CMS interfaces with an “Early Alert” feature such that students can be connected with tutoring services via Student Success or counseling services via the Coastline Counseling Department.
   1. Description: As the CCCD explores the deployment of a District-Wide CMS an automated early alert feature will provide students with more opportunity to be successful in their respective courses. This feature can also provide tutors and counselors with information regarding students who may be in need of their respective services and guidance.
6. Provide more focus to and availability of Coastline outreach activities.
   1. Description: As more than 60% of enrolled students are DE students the College should enhance its utilization of social network, internet, and other distance marketing resources with guidance from the Coastline Counseling Department.
   2. Description: “Site-Based” outreach efforts can be better coordinated with more input from the Coastline Counseling Department ensuring all degree and certificate programs of study, including special programs like STAR and approved ATD’s (Associate Transfer Degrees), are well represented to all audiences of prospective students.
7. Improve and expand Assessment Services.
   1. Description: Students sitting for placement tests can perform better if advanced tutorials are part of the “pre-assessment experience.” The Assessment Center can explore opportunities and implement programs to ensure that students are better prepared for the assessment experience.
   2. Description: With the Coastline Assessment Center currently engaged in providing proctoring services a physical expansion of the facility is in order. This expansion will allow for improved staff and space utilization while affording students a more seamless experience.
   3. Description: The Assessment Center will be expanding to offer ESL placement services as well as participation in the SOAR program at CCCD.
8. Replace vacant and expand human resource capacity to ensure sustainability and student success.
   1. Description: Student Services should realize successful placement of the following administrative, faculty, and staff positions over 2014—EOPS Director, Dean of Counseling, Director of Financial Aid, Financial Aid Specialist (1-year), Admissions and Records Technician II (transcript evaluator), Counselor (1-year).
   2. Description: Student Services should seek to introduce a new administrative office to work directly with students to better develop leadership through direct advising to ASG, growth and development of student clubs and organization to better support academic programs and students pursuing interests in these programs (both distance and site based), provide first tier services responsible for judicial affairs and student grievances.

III. List resources need to implement initiatives

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| Description | Depart. | Cost | | Supports Outcome | Supports Plan | Goal# | Initiative # | Category   1. Critical need based on safety, mandate, regulatory requirement, or Accreditation. 2. To improve effectiveness 3. Desirable | Ranking |
|  | Ongoing | 1-time | SLO  PLO  ILO  SAO  Prog. Review | Education  Technology  Staffing  Facility |
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