



2014
Center Review
Le-Jao Center



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Executive Summary

Coastline's Le-Jao Center, which opened in January of 2006, is located in the city of Westminster's Little Saigon neighborhood. Le-Jao is within proximity of City Hall, the Westminster Police Department, Sid Goldstein Freedom Park, the Westminster Rose Center and the Orange County Superior Court.

The Le-Jao Center prides itself in promoting a learning environment that respects and meets the individual needs of our diverse students. Instructors are highly qualified, student-centered and committed to student success. Staff provides excellent customer service and students can benefit from many of the instruction and student-centered services offered at the center.

The Le-Jao Center includes the Student Success Center, the ESL program, the International Students Program, Counseling and Early College High School. Le-Jao offers courses in Mathematics, Sciences, English, Speech, International Languages and Special Education.

The focus of this five year plan is to meet the needs of the Center in the following areas.

- 1.1 Improve student services at our Center, including additional space for free tutoring, lunch, or other services students may feel are lacking at this site.
- 1.2 Provide a safe and clean environment.
- 1.3 Assess the efficiency of the room usage.
- 1.4 Implement card system in the Student Success Centers to offer students the opportunity to pay to print copies of their homework.
- 1.5 Implement card system in the Student Success Centers to assist staff with tracking information for future data analysis to help the center run successfully and smoothly.

- 2.1 Increase Typist Clerk, Intermediate position from 75% to 100%.
- 2.2 Add an additional 19.5 hour position.
- 2.3 In anticipation of Le-Jao Center growth and increases in evening classes and community activities, add an Evening Site Director within the next five years.
- 2.4 Continue to fund Student Success Conferences either through the Basic Skills Initiative monies or PDI monies.
- 2.5 Assure faculty opportunities to attend and/or present at conferences, site visits, or workshops to learn best practices and procedures to help increase and improve student success to meet the changing needs of students in our community.
- 2.6 The Le-Jao center staff to continue to be trained in current technologies/software and equipment to better perform their jobs and assist our students.

- 3.1 Reconfigure clerical staff work space.
- 3.2 Additional faculty work stations.
- 3.3 Announcement board.

- 4.1 Install paid printers in the Student Success Center.
- 4.2 College to supply funding to departments to repair typewriters and printers.
- 4.3 Ensure all equipment and technology standards are up-to-date.

The goals in this report over the various sections are tied to at least one of the Coastline Community College goals. It is this plan that will guide the annual planning over the next five years. However, as with all plans, this plan may not allow for additional needs that may be identified as the NBC moves forward. The annual plans will be adjusted accordingly.

Section 1: Center Planning:

1.1 Center Overview

| Le-Jao Center | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Fall | 2009 | 2010 | 2011 | 2012 | 2013 |
| Headcount | 2,041 | 1,995 | 2,071 | 2,002 | 1,716 |
| Enrollment | 3,591 | 3,577 | 3,419 | 3,251 | 2,700 |
| Credit FTES | 320 | 403 | 433 | 425 | 351 |
| Non-Credit FTES | 52 | 31 | 23 | 8 | 15 |

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The Le-Jao Center prides itself in promoting a learning environment that respects and meets the individual needs of our diverse students. Instructors are highly qualified, student-centered and committed to student success. Staff provides excellent customer service and students can benefit from many of the instruction and student-centered services offered at the center.

The Le-Jao Center includes the Student Success Center, the ESL program, the International Students Program, Counseling and Early College High School. Le-Jao offers courses in Mathematics, Sciences, English, Speech, International Languages and Special Education.

Community activities often take place at Coastline's Le-Jao Center. The center hosts the faculty All College Meeting, Latino Youth Conference, meetings for the college, Westminster Advisory Committee, Meet the Mayor, and many workshops including Westminster Police Campus Safety, Cultural Diversity, Counseling and many others.

The Le-Jao Center is operated primarily from General Funds. The center also receives Lottery Funds for supplies for the expanding Science program. This year PIEAC also supplemented funding for the Science program. The ESL program receives ESL and El Civics grant funding that helps to fund the ESL program and material fees are collected from the ESL students to help with certain classroom supplies. Also the Basic Skills Initiative allows us to offer free tutoring to our students and covers additional Student Success Center activities.

The dean of Le-Jao is responsible for the English and Humanities, Mathematics, Science, Basic Skills, International Languages and ESL departments. Some duties within those disciplines include schedule, staffing, instructor evaluations, budget and curriculum outline preparation. The dean actively participates on many college committees to stay informed and involved in college decision making.

Recently the Le-Jao Center has moved all the ESL classes from the Garden Grove Center back to its location in Westminster to house all ESL classes at one site. However, many of the Science and Mathematics classes have been moved to the new Newport Beach Center with the idea that the new Newport Beach Center dean will take over the those classes and the Le-Jao Center will have cohorts (including Early College High School, Credits for College) assigned under the new Le-Jao dean.

1.2 Center Assessment

| Answer Options | N | Strongly Agree | Agree | Disagree | Strongly Disagree | Don't Know/Not Applicable |
|--|----|----------------|-------|----------|-------------------|---------------------------|
| Classrooms, learning centers, and other CCC sites are clean (e.g., classrooms, labs, restrooms, service areas) | 64 | 63% | 23% | 3% | 0% | 11% |
| Classrooms, learning centers, and other CCC sites are well maintained. | 65 | 63% | 23% | 3% | 0% | 11% |
| Classroom temperature is comfortable. | 64 | 47% | 30% | 12% | 0% | 11% |
| Parking for CCC sites is adequate and well maintained. | 65 | 49% | 25% | 11% | 0% | 15% |
| CCC sites are safe. | 64 | 58% | 28% | 3% | 0% | 11% |

The results from the online survey conducted in fall 2014 showed that there was a high rate of satisfaction with the campus (greater than 90%, once N/A responses were removed). Due to low online survey responses, future plans to conduct an in-person survey will be needed to gather a higher rate of participation.

1.3 Progress on Previous Goals

This is the first iteration of Comprehensive Department Review. Therefore there have not been previous goals established.

1.4 Administrative Unit/ Service Area Outcomes

AUO/SAO 1: Provide a welcoming environment that is respectful and shows commitment to the diversified individuals that we serve at the Le-Jao Center.

TARGET: 90% satisfaction from individuals served

FINDING: Not recorded

ACTIONS: Request that current 30 hour per week employee work 40 hours per week to provide continuous front office coverage. An additional 19.5 position to cover the front desk in the evening would assure better service. These changes would help the staff at the Le-Jao Center provide excellent assistance to the individuals served.

AUO/SAO 2: Provide college services and information to the diversified individuals we serve.

TARGET: 90% satisfaction from individuals with access to services and information

FINDING: Not recorded

ACTIONS: Staff will communicate with each other, either verbally or through emails, after attending Coastline meetings in order to keep each other up-to-date on current information and changes happening at Coastline. This can open up collaboration and communication to help the center with decision-making on those changes at Coastline.

AUO/SAO 3: Improve student support services on campus.

TARGET: 90% satisfaction

FINDING: Not recorded

ACTIONS: The Student Success Coordinator will deploy a student survey to be tabulated and results recorded to see where center needs to improve to better serve the population at our site.

AUO/SAO 4: The Le-Jao Center will use innovative thinking and adaptive, creative problem solving skills when dealing with students concerns and issues.

TARGET: 90% satisfaction from students when resolving issues and concerns

FINDING: Not recorded

ACTIONS: Coastline to encourage training of employees to improve problem solving skills.

AUO/SAO 5: Provide a safe and clean environment.

TARGET: 90% are satisfied with safety and cleanliness of the center

FINDING: We have a continued problem with roaches at this center—primarily in the Student Lounge, Faculty Lounge and previously in the Student Success Center.

ACTIONS: M&O has called the exterminators on several occasions to spray. The center needs to continue to make an effort to keep only sealed containers/items in desk drawers, be sure students don't store any food items in the Student Lounge, offices/areas need to be continuously updated/organized so roaches will not hide in boxes, papers, etc. Staff have been directed to purge outdated supplies, materials and equipment. Additionally a consistent time frame (three times a year) will be scheduled regularly for clean-up.

AUO/SAO 6: Assess the efficiency of the room usage.

TARGET: Increase course building usage efficiency.

FINDING: Overall classrooms are being fully utilized in the mornings and afternoons. However, there are several classrooms available in the evening and on Friday.

ACTIONS: See where there is additional need for subjects and add additional classes to this site.

1.5 External Compliance

Continue to work with our Maintenance and Operations Department to make sure all building regulations are met and discuss any actions that would need to be taken if any issues have been identified.

1.6 Goals/Recommendations

Goal 1.1 *Improve student services at the Center, including additional space for free tutoring, lunch, or other services students may feel are lacking at this site.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

Meeting this goal will promote student success by helping those that are having difficulty with their classes improve and progress. This, in turn, will improve our retention rates and lower drop rates. (CCC Goal(s): 1, 2, 3 & 6)

Recommendation for goal achievement

Meetings have taken place to start work on the reconstruction of the Le-Jao Center which will result in additional room being added to the Student Success Center for free tutoring. Additional funds are requested to be able to hire tutors. AANIPISI funds will soon end so new funds will need to be identified to maintain the tutoring program at the level it currently is at with room for expansion.

Goal 1.2 *Provide a safe and clean environment.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

Meeting this goal will promote student success by helping students feel comfortable when taking the time between classes to refuel for their next class. If we can't provide a safe and clean environment for our students, many may not want to attend this site. (CCC Goal(s): 1 & 3)

Recommendation for goal achievement

M&O has called the exterminators on several occasions to spray. The center needs to continue to make an effort to keep only sealed containers/items in desk drawers, be sure students don't store any food items in the Student Lounge, offices/areas need to be continuously updated/organized so roaches will not hide in boxes, papers, etc. Staff have been directed to purge outdated supplies, materials and equipment. Additionally a consistent time frame (three times a year) will be scheduled regularly for clean-up.

Goal 1.3 *Assess the efficiency of the room usage.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

By adding additional classes, we are helping our students with the classes/programs they need to complete their time at Coastline to receive their AA Degree, certificates, etc. and move on to a university. Offering students the classes they need, they will have no need to attend a different college. (CCC Goal(s): 1, 2, 6)

Recommendation for goal achievement

See where there is additional need for subjects and add additional classes to this site.

Goal 1.4 *Implement card system in the Student Success Centers to offer students the opportunity to pay to print copies of their homework.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

Meeting this goal will promote student success by resolving printing issues for the students. They will be better prepared to print completed homework assignments while at the center. (CCC Goal(s): 1, 2 & 6)

Recommendation for goal achievement

Software was purchased two years ago, but as of the time of this review, needs to be installed. Based on District IT staff, time has been an issue for this task. Also, students would need mandatory student I.D. cards for this system to work successfully.

Goal 1.5 *Implement card system in the Student Success Centers to assist staff with tracking information for future data analysis to help the center run successfully and smoothly.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

The support of this goal will help staff to track the usage of tutoring at the center. This will include time in the center and identify which subjects are most needed so tutors will be available to assist students with those subjects. This data will be valuable when reporting mandated numbers. (CCC Goal(s): 1, 2 & 5)

Recommendation for goal achievement

As mentioned in Goal 1.2, software was purchased two years ago; however, hasn't been installed. Based on District IT staff, time has been an issue for this task. Students would need mandatory student I.D. cards for this system to work successfully. This task should be expedited ASAP.

Section 2: Human Capital Planning

2.1 Center Staffing

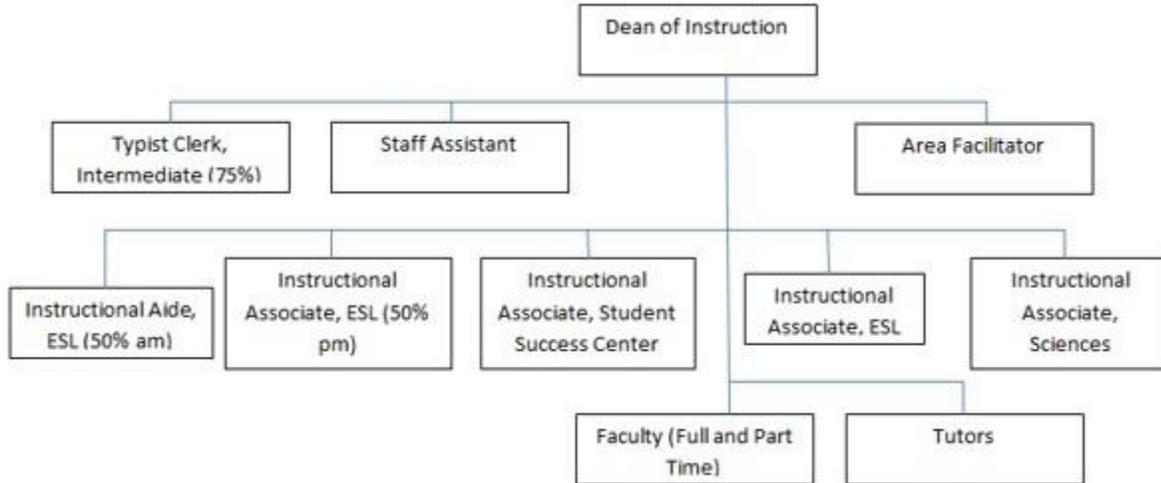


Table 2.1 Staffing Plan

| Year | Administrator | Management | Faculty | Classified | Hourly | Tutors |
|---------------------|---------------|-----------------------|---------|--|----------------------------|--------|
| 2014-2015 (present) | Dean | None | 18 | Staff Assistant Area Facilitator Typist Clerk, Intermediate (75%) Instructional Associate, ESL Instructional Associate, ESL (50% pm) Instructional Aide, ESL (50% am) Instructional Associate, SSC Instructional Associate, Sciences | 1 | 15 |
| 2017-2018 (3-year) | Dean | None | 20 | Staff Assistant Area Facilitator Typist Clerk, Intermediate (100%) Instructional Associate, ESL Instructional Associate, ESL (50% pm) Instructional Aide, ESL (50% am) Instructional Associate, SSC Instructional Associate, Sciences | + 19.5 hours/week position | 20 |
| 2019-2020 (5-year) | Dean | Evening Site Director | 22 | Staff Assistant Area Facilitator Typist Clerk, Intermediate (100%) Instructional Associate, ESL Instructional Associate, ESL (50% pm) Instructional Aide, ESL (50% am) Instructional Associate, SSC Instructional Associate, Sciences | 2 | 20 |

2.2 Professional Development

The Le-Jao department, including instructors and the dean, attend various conferences/site visits/workshops to help with student success including, but not limited to: Strengthening Student Success Conference, California Community Colleges' Success Network Links 9: Beyond the Classroom, Association of Colleges for Tutoring and Learning Assistance Annual Conference, Developing Twenty-first Century Teachers of Mathematics, Science, & STEM: The Role of Common Core State Standards for Mathematics and the Next Generation Science Standards, Math Faculty Conversation: What We Need to Succeed, Basic Skills Initiative Leadership Institute, California Community College's Success Network's Basic Skills Initiative Leadership for Curricular and Institutional Transformation, Reading Apprenticeship Leadership Community of Practice, On Course Workshop: Helping Colleges Improve Student Success and Retention (Learner-Centered Educators in STEM, CTE, and Humanities Disciplines).

The College encourages the staff to participate and/or present at conferences through the Professional Development Institute by providing money to travel and subsidize conference costs. Conferences listed above are currently funded by the Basic Skills Initiative grant.

With the anticipation of the new dean at the Le-Jao Center, it is recommended they become involved in professional and community outreach organizations to improve relationships at the management and community levels.

2.3 Goals/Recommendations

Goal 2.1 *Increase Typist Clerk Intermediate position from 75% to 100%.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

This will provide continuous front office coverage (this need is currently met by student assistants and hourly staff, if available) to better serve students/instructors/staff needs. (CCC Goal(s): 1 & 6)

Recommendation for goal achievement

To increase current position by spring 2015 to alleviate the current gap in front office coverage that impacts serving the needs/safety/emergency situations, etc. of all students and staff.

Goal 2.2 *Adding an additional 19.5 hour position.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

Adding this position will assure better service to the many individuals at the Le-Jao Center. The evening Area Facilitator is presently covering the "gap of time" needed to cover the front desk in the evening. This is disruptive to her assigned duties and the dean. (CCC Goal(s): 1 & 6)

Recommendation for goal achievement

To add this position by spring 2015 to assure full evening coverage at the Le-Jao Center reception desk.

Goal 2.3 *In anticipation of Le-Jao Center growth and increases in evening classes and community activities, add an Evening Site Director within the next five years.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

This position would help with executive decisions needing to be made in the evening hours (i.e. safety, staff, and student issues as they arise). (CCC Goal(s): 1 & 6)

Recommendation for goal achievement

This position would be added in the next five years pending increases as planned.

Goal 2.4 *Continue to fund Student Success Conferences either through the Basic Skills Initiative monies or PDI monies.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

This will help instructors and the dean to learn new and innovative ways to improve basic skills which will then be passed on to our students to encourage success while attending our college. (CCC Goal(s): 1, 2 & 4)

Recommendation for goal achievement

Continue to offer Professional Development monies and the Le-Jao Department can continue to include attending/presenting at conferences/site visits/workshops in their Basic Skills Initiative grant.

Goal 2.5 *Assure faculty and staff opportunities to attend conferences, site visits, workshops to learn best practices and procedures to help increase and improve student success to meet the changing needs of students in our community.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

This will help instructors and staff to adopt proven best practices which will then be passed on to our students to encourage success. (CCC Goal(s): 1, 2 & 4)

Recommendation for goal achievement

Coastline would offer additional funding to help subsidize these opportunities.

Goal 2.6 *The Le-Jao center staff to continue to be trained in current technologies/software, equipment, and site processes and procedures to better perform their jobs and assist our students.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

This will help staff to keep their skills up-to-date and allow better time management, organization and success with their jobs. (CCC Goal(s): 1 & 3)

Recommendation for goal achievement

Coastline to periodically, through Professional Development funding (\$5,000), offer training sessions that would be mandatory for staff in those areas.

Section 3: Facilities Planning

3.1 Facilities Assessment

Le-Jao has, since it opened in 2006, needed its own parking lot. Parking is a constant concern with many discussions throughout the years with no solution. It has been proposed and is to go to the Board prior to the end of this year that we will have spaces in the parking structure, City Hall and Jackson Street. That will be an immense relief for the students and staff. Currently many issues have emerged two-fold such as confusion of knowing where to park (some students have thought that “paid parking” was free to them because they purchased a college parking pass), tickets from the Westminster Police Department, being late to class (staff and students), and students choosing to attend at our other locations because they don’t want to deal with parking at the Le-Jao Center.

Recently Coastline has approved a reconstruction at the Le-Jao Center to add additional space to the Student Success Center. This will allow more opportunities for students to get additional assistance with their classes and help them be successful students. They will also expand the Student Lounge so during the lunch break there will be plenty of space for students to relax and enjoy their lunch. This reconstruction is to take place in the summer of 2015.

Additional spaces for adjunct faculty to allow them a work space where they have access to a computer and printer would help instructors better prepare for their classes and help with student success.

Reconfigure the area where the clerical staff work so that it is an open and welcoming environment to both the students and the instructors. By doing this, it will better serve the needs of the staff and the individuals coming to our site.

As noted in the Vision 2020 Facilities Master Plan, the challenges at the Le-Jao Center include:

- A shortage of land to expand academic capacity: Relative to site capacity, the Le-Jao Center is developed to its full, mature potential. It is a landlocked site that has very limited potential for the physical growth of facilities.
- A need for support facilities that promote success and extended learning opportunities for students.
- A lack of student-oriented spaces that provide and/or promote socialization and a sense of campus community.
- A lack of onsite parking and convenient access to public transportation.

Recommended improvements include:

- Redesign of the student lounge and ground level courtyard: The current student lounge is not highly visible and is “buried” below the amphitheater steps at the east end of the site. Suggested improvements include opening this space to the courtyard and providing student-oriented seating, tables and other amenities in the courtyard.
- Creating a “cyber library”/open student lounge/“success center” at the second floor of the facility between the east and west wings of the building.

The long term solution to providing additional facilities and/or parking is via the acquisition of additional land. While joint use of land and/or facilities with the neighboring public entities should be considered, the planning team recommends the Coast District enter into discussions with the local K-12 District regarding the acquisition or the joint use of land currently owned by the middle school east of the Le-Jao Educational Center.

Alternative parking solutions include continued use of the County Courts parking (west of the Le-Jao Center and the City's Rose Center complex) and/or the leasing of parking spaces within the County's planned parking facility (directly west of the Le-Jao site, across All American Way).

3.2 Goals/Recommendations

Goal 3.1 *Reconfigure clerical staff work space.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

With an open, welcoming and user friendly environment, the students and staff will feel that the staff is here to serve their needs and be willing and able to answer any questions or concerns that might arise. This will allow greater student success and ease while attending classes at the Le-Jao Center. (CCC Goal(s): 1 & 3)

Recommendation for goal achievement

The funds would be needed to do minor remodeling of the work stations so they will be more open. Recommendation for this reconfiguration would be summer of 2015 to coincide with the center remodel. Working with the Director of Facilities and staff to reconfigure work space will occur prior to that time.

Goal 3.2 *Additional faculty work stations.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

This will allow instructors to have more opportunity to accomplish the work needed to prepare for their classes. That would mean more organized instructors which would benefit the learning process for the students for greater student success. (CCC Goal(s): 1, 2 & 6)

Recommendation for goal achievement

Space utilization will be addressed with staff at the Le-Jao Center to help reorganize space to provide work stations that allow the instructors to work comfortably to accomplish work that is needed for their classes.

Goal 3.3 *Announcement board.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

This will allow students a place to consistently check for all the latest information pertaining to college-wide data and events that are taking place at the center. Also, purchasing these boards/cases will help to alleviate clutter due to so many flyers/announcements being taped to all windows at the Le-Jao Center. (CCC Goal(s): 1 & 3)

Recommendation for goal achievement

Purchase (quantity to be determined) enclosed glass boards/cases with Office of Instruction funds.

Section 4: Technology Planning

4.1 Technology Assessment

At the Le-Jao Center we have had a continued need for students to be able to print. With the updated Technology Plan we were to get printers that the students could access with their student I.D. card and they would pay to print a copy of their homework. The I.T. Department has these printers and still need to install them at the site to solve this issue.

The department has no funds set aside to repair printers and other miscellaneous equipment.

We have a need for state-of-the-art Smart Boards in several of the classrooms at Le-Jao. In addition to Smart Boards in several rooms, including room 119, there is a need for two short throw projectors, document viewer, lecture capture, and media panel for that classroom.

Replicate the media/technology setup in the new Biology lab at Newport Beach in the Biology lab at Le-Jao. Also include a Leica microscope that is connected to the computer to project on the screen.

4.2 Goals/Recommendations

Goal 4.1 *Install paid printers in the Student Success Center.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

This will allow the students the opportunity to print homework assignments so they will be better prepared for class. (CCC Goal(s): 1, 2, 3 & 6)

Recommendation for goal achievement

The printers have been purchased by the college, they need to be installed.

Goal 4.2 *College to supply funding to departments to repair printers and other miscellaneous equipment.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

This will help staff to have all equipment in working condition so work production will not be slowed or stopped due to lack of funding for repairs. (CCC Goal(s): 1 & 6)

Recommendation for goal achievement

The college previously covered this expense. Funds need to be reestablished to departments to cover these ongoing expenses.

Goal 4.3 *Ensure all equipment and technology standards are up-to-date.*

How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the campus?

This will ensure that faculty has state-of-the-art equipment in the classroom to help engage students in the learning experience. (CCC Goal(s): 1, 2, 3 & 6)

Recommendation for goal achievement

The District IT Department recently visited the Le-Jao Center to perform an initial evaluation of equipment needs in each of the classrooms. District IT group will follow-up with Le-Jao staff to complete technology needs.

Section 5: Comprehensive Planning Recommendations

5.1 Goals

- 1.1 Improve student services at our Center, including additional space for free tutoring, lunch, or other services students may feel are lacking at this site.
- 1.2 Provide a safe and clean environment.
- 1.3 Assess the efficiency of the room usage.
- 1.4 Implement card system in the Student Success Centers to offer students the opportunity to pay to print copies of their homework.
- 1.5 Implement card system in the Student Success Centers to assist staff with tracking information for future data analysis to help the center run successfully and smoothly.

- 2.1 Increase Typist Clerk Intermediate position from 75% to 100%.
- 2.2 Adding an additional 19.5 hour position.
- 2.3 In anticipation of Le-Jao Center growth and increases in evening classes and community activities, add an Evening Site Director within the next five years.
- 2.4 Continue to fund Student Success Conferences either through the Basic Skills Initiative monies or PDI monies.
- 2.5 Assure faculty opportunities to attend and/or present at conferences, site visits, or workshops to learn new practices and procedures to help increase and improve student success to meet the changing needs of students in our community.
- 2.6 The Le-Jao center staff to continue to be trained in current technologies/software and equipment to better perform their jobs and assist our students.

- 3.1 Reconfigure clerical staff work space.
- 3.2 Additional faculty work stations.
- 3.3 Announcement board.

- 4.1 Install paid printers in the Student Success Center.
- 4.2 College to supply funding to departments to repair typewriters and printers.
- 4.3 Ensure all equipment and technology standards are up-to-date.

5.2 Action Plan and Resource Requests

| Goal | Action Plan | Inst. Goals | Type of Resource | Resource needs, if any | Dept. Priority | Approx. Cost | Potential Funding Source |
|------|---|-------------|------------------|------------------------|----------------|--------------|----------------------------|
| 1.1 | Improve student services at our Center, including additional space for free tutoring, lunch, or other services students may feel are lacking at this site. | 1, 2, 3 & 6 | Facilities | Reconstruction Plan | 1 | N/A | Measure M Funds |
| 1.2 | Provide a safe and clean environment. | 1 & 3 | Staff | Staff | 2 | N/A | GF |
| 3.1 | Reconfigure clerical staff work space. | 1 & 3 | Facilities | M&O | 3 | N/A | GF |
| 3.2 | Additional faculty work stations. | 1, 2 & 6 | Administrative | Plan | 4 | N/A | GF |
| 2.1 | Increase Typist Clerk Intermediate position from 75% to 100%. | 1 & 6 | Staff | Staff | 5 | N/A | GF |
| 2.2 | Adding an additional 19.5 hour position. | 1 & 6 | Staff | Staff | 6 | N/A | GF |
| 2.3 | In anticipation of Le-Jao Center growth and increases in evening classes and community activities, add an Evening Site Director within the next five years. | 1 & 6 | Staff | Staff | 7 | N/A | GF |
| 3.3 | Announcement board. | 1 & 3 | Facilities | Signage | 8 | 1,000 | Basic Skills Grant &/or GF |
| 1.4 | Implement card system in the Student Success Centers to offer students the opportunity to pay to print copies of their homework. | 1, 2 & 5 | Staff | IT Department | 6 | N/A | GF |
| 1.5 | Implement card system in the Student Success Centers to assist staff with tracking information for future data analysis to help the center run successfully and smoothly. | 1, 2 & 5 | Staff | IT Department | 7 | N/A | GF |
| 4.1 | Install paid printers in the Student Success Center. | 1, 2, 3 & 6 | Staff | IT Department | 8 | N/A | GF |

| | | | | | | | |
|-----|--|-------------|--------------------------|---------------|----|---------|----------------------------|
| 4.3 | Ensure all equipment and technology standards are up-to-date. | 1, 2, 3 & 6 | Staff | IT Department | 9 | N/A | GF |
| 2.5 | Assure faculty opportunities to attend and/or present at conferences, site visits, or workshops to learn best practices and procedures to help increase and improve student success to meet the changing needs of students in our community. | 1, 2 & 4 | Professional Development | Varied | 10 | 10,000 | Basic Skills Grant &/or GF |
| 2.4 | Continue to fund Student Success Conferences either through the Basic Skills Initiative monies or PDI monies. | 1, 2 & 4 | Facilities | Varied | 11 | 20,000 | Basic Skills Grant &/or GF |
| 2.6 | The Le-Jao center staff to continue to be trained in current technologies/software and equipment to better perform their jobs and assist our students. | 1 & 3 | Professional Development | Training | 11 | 5,000 | GF |
| 1.3 | Assess the efficiency of the room usage. | 1, 2 & 6 | Administrative/ Staff | Plan | 12 | No Cost | N/A |
| 4.2 | College to supply funding to departments to repair typewriters and printers. | 1 & 6 | Outside Vendor (MRC) | Facilities | 13 | 2,500 | GF |

GF= General Fund
N/A = Not Available