

Department/Division	Information Commons/Student Success/Garden Grove
Academic Year	2013-14

## A. Data and Analysis

### 1. Department/Program Data

	Current Year 2013-14	Previous Year 2012-13	Two Years Prior 2011-12
Number of Full-Time Classified	1	0	0
Number of Full-Time Faculty	0	0	0
Number of Full-Time Managers	0	0	0
Number of Part-Time Classified	2	1	1
Number of Part-Time Faculty	0	0	0
Number of Part-Time Managers	0	0	0
Students Served Annually	Approx. 400	399	275
Total Non-Restricted Annual Budget		\$19,384.40	\$62,677

### 2. Department/Program Activities

Please list areas of responsibility and any seasonal activities that may impact your department/program.  
 The use of the Information Commons/Student Success Center at the Garden Grove Center reflects the course work that students, especially STAR students take. The tutoring and lab usage are greater in Fall than the Spring reflecting course offerings.

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### 3. Proposed Projects Requiring Additional Resources

Project Name and Description	Total Additional Dollars/Staff Needed
Increased Tutoring	Student Success Budget
Printing Module for Lab Sign-in software	Student Success Budget
Virtualization of Lab computers	VITEA Budget
Workshops on Student Success	Title III Budget

### 4. Progress on 5-year Goals ( from most recent Program Review)

Goal	Complete	Partially Complete	Not Started	Abandoned	Comments
1. The information Commons should expand the tutoring services that is currently offered to include tutoring options for Math, psychology, and other CTE programs		X			Math and Psychology tutoring have been added and discussions have begun to add DGA tutoring. CST tutoring is accomplished in a lab environment.
2. Lab hour expansion should be considered as more students utilize the Information Commons and some consideration to having the lab open on weekends should be researched.		X			Lab hours have been expanded to M-Th 8:30 a.m. till 8:00 p.m. Plans are underway to open the lab during times that Distance Learning and CSUF are utilizing the building and paying for security personnel.
3. Institutionalization of the staffing and equipment costs for maintaining the Information Commons should be investigated.		X			A new full-time Classified Lab Associate was hired and started July 1, 2013. Title III has provided funds to pay for 2 additional hours each week for expansion of lab hours.

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### 5. Analysis of Progress on 5-year Goals

Significant progress has been made with funding being provided by Title III funds. These activities will need to be institutionalized once the grant goes away and the college should start budgeting these items prior to the end of the grant.

### New Annual Program/Department Goals

Goal	5 yr Goal Addressed	Project Completion Date	Lead Employee	Comments
1. By the end of the Title III grant, the college will institutionalize the tutoring services at the Garden Grove Center	1/2	10/14	D. Pittaway	This needs to be addressed for all Title III services college wide.
2. Printing solutions for the Garden Grove Information Commons/Student Success Lab need to be investigated and implemented so students will be able to access printing services and incur the printing charges.	3	9/14	D. Pittaway	This solution is being investigated and could be implemented at all Coastline sites.
3. The computers in the Garden Grove Information Commons/Student Success Lab should be virtualized so that all software is updated regularly.	3	9/14	N. Jones	Discussions are underway to investigate whether this is possible.
4. Update the software and patches on the computers at the Garden Grove Information Commons/Student Success Lab	3	9/14	N. Jones	Discussions are underway to check on the best methods for completing this goal.

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Goal	5 yr Goal Addressed	Project Completion Date	Lead Employee	Comments
5. Resume the industry certification testing agreements with Prometric and Vue.	3	10/13	I Marin	Once new classified staff person is in place, training and reopening of the testing center will take place
6. Develop resource lists of Web Linked Videos and other student support resources for use by students .i.e. Kahn Academy, DGA	3	12/13	I Marin	This will be an ongoing task
7. Develop a plan and provide workshops for students and faculty on various topics leading to student success.	3	12/13	I Marin	This will be an ongoing task.
8. Investigate alternative tutoring methods to make available to our students	3	12/13	I Marin	This will be an ongoing task.

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**B. Action Plan and Resource Requests Based on Annual Data**

Action	Institutional planning goals*	How action will improve student learning	Type of Resource	Resource needs, if any	Department priority**	Approximate cost	Potential Funding Source
<b>None Requested</b>			Equipment				
			Facilities				
			Personnel				
			Software				
			Supplies				
			Technology				
			Training				
			Other				

\*Reference specific sections of College Education Master Plan, Strategic Initiatives, 5-year Program Review Goals, Accreditation Recommendations, SLO/SAO evaluation and assessment, College Mission, or other relevant planning documents.

\*\*Prioritize the program’s resource needs with 1 being the most important and subsequent numbers being less urgent.

## A. Data and Analysis

### 1. Department/Program Data

	Current Year 2013-14	Previous Year 2012-13	Two Years Prior 2011-12
Number of Full-Time Classified	2		
Number of Full-Time Faculty	13	12	14
Number of Full-Time Managers	1	1	1
Number of Part-Time Classified	1	2	2
Number of Part-Time Faculty	47	46	56
Number of Part-Time Managers	0	0	0
Students Served Annually	3900 (Fall/Spring)	3400	4000 inc. ECHS
Total Non-Restricted Annual Budget	Still adjusting	Met with Helen	

### 2. Department/Program Activities

Please list areas of responsibility and any seasonal activities (i.e. heavy enrollment periods for A/R) that may impact your department/program.

Fall and Spring are the heaviest student attendance time. The NBC is growing as the community realizes we are here. Anticipated growth reflects some of the requests in this plan.

Department/Division	Newport Beach Center
Planning Year	2013-14

**3. Proposed Projects Requiring Additional Resources (not listed in Section B-Action Plans/Resource)**

Project Name and Description	Total Additional Dollars/Staff Needed
There will be a future need to add additional faculty offices. Room 321 would potentially be the best option.	TBD. We have some furniture that can accommodate some needs. This will depend on the number of faculty needing space.

**4. Outcomes (from most recent Program Review or Annual Program/Department Reports)**

Student Learning/Service Area Outcomes Statements	Strategies to Achieve or Improve SLOs/SAO Goals	Outcome Data or Other Assessment Results (i.e. Data from Student SLO Survey)
Provide high quality customer service	Be knowledgeable about NBC and its services Serve all in a timely manner Be polite and professional	Include related questions in student and staff surveys.
Provide comprehensive general education classes	Evaluate fall and spring schedules each year	Ability for students to have at least one choice in each general education category

**Analysis of Progress on Outcomes**

Provide any detail that you feel will help the evaluator to understand your goals and the strategies to achieve those goals.

At this time, no survey has included specifically the service provided at the NBC.

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Department/Division Newport Beach Center

Planning Year 2013-14



**5. Progress on 5-year Goals (from most recent Program Review)**

Goal	Complete	Partially Complete	Not Started	Abandoned	Comments
Specific survey to assess SLO of NBC has not been done.			XX		The NBC opened January of 2013. We could not locate any previous reviews.

**Analysis of Progress on 5-year Goals**

N/A

**New Annual Program/Department Goals**

Goal	5 yr Goal Addressed	Project Completion Date	Lead Employee	Comments
<b>Annually evaluate course offerings at the Newport Beach Center that supports student ability to complete their general education at the NBC in a timely manner.</b>		<b>On-going</b>	<b>Counseling/faculty and the Dean of NBC.</b>	<b>This would be an ongoing commitment for the center.</b>
<b>Maintain services and an environment that provides a positive learning experience for students</b>		<b>On-going</b>	<b>All faculty and staff</b>	<b>This would be an ongoing commitment for the center.</b>
<b>Manage fiscal resources to provide optimal service while staying within the allocated budget for all programs and services.</b>		<b>On-going</b>	<b>Dean of the NBC</b>	

### B. Action Plan and Resource Requests Based on Annual Data

Action	Institutional planning goals*	How action will improve student success	Type of Resource	Resource needs, if any	Department priority**	Approximate cost	Potential Funding Source
Additional supply money to accommodate growth	NBC goal #3	Maintain operational aspects within the NBC that serves students and faculty	Supplies	General supplies for increases in class offerings, student enrollment, staff and faculty at NBC	Priority 1	Increase supply account 2014-2015 by <b>\$2500.00</b>	General fund
Shade on front window in room 306	NBC goal #2	Evening reception clerk typist and students using the student computer station will be able to see computer screens. Too much glare from the sun late afternoon/evening	Facilities	Screen same as in other rooms needs to be installed.	Priority 2	Not over <b>\$500.00</b>	General Fund
Copier for student use (same as what is now at Le-Jao)	NBC goal #2	Students can copy homework etc.	Equipment	Canon copier with pay per copy ability	Priority 3	Annual <b>\$2400.00</b> per quote from Cannon. (lease)	General Fund

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Increase current 19 hour typist clerk intermediate position to 40 hour position working from 11 to 8.	NBC goal #2	Assist students with questions, registration, telephones, etc. and keeping evening coverage.	Personnel	Support students and staff and additionally support the main office when existing staff is out due to committee assignments, meetings, illness, vacations	Priority 4	Increase of about <b>\$17,000.</b>	General Fund
Two i-pads	CCC goal #5 (pg. 20 of planning guide)	Staff use when attending College committee meetings	technology	Staff to share and use to take notes, bring up agendas and minutes etc.	Priority 5	<b>\$1000.00</b>	General Fund

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## A. Data and Analysis

### 1. Department/Program Data

	Current Year 2013-14	Previous Year 2012-13	Two Years Prior 2011-12
Number of Full-Time Classified	2.4	2	2
Number of Full-Time Faculty	6	5	6
Number of Full-Time Managers	1	1	0
Number of Part-Time Classified	2	1	0
Number of Part-Time Faculty	35	35	N/A
Number of Part-Time Managers	0	0	0
Students Served Annually	N/A	N/A	N/a
Total Non-Restricted Annual Budget	\$12,350.00	\$12,350.00	\$12,350.00

### 2. Department/Program Activities

Please list areas of responsibility and any seasonal activities (i.e. heavy enrollment periods for A/R) that may impact your department/program.

1. Not all of the full and part time faculty that teach at this center report to the Center Dean.
2. This list only includes full time faculty members who have office space in this building and does not include the distance learning faculty who report to the Garden Grove Center dean.
3. This list does not include Paralegal Studies where the full time faculty member has office space at the Newport Beach Center.
4. The .4 full time classified staff person is the STAR facilitator whose salary is posted to Distance Learning. One of the part-time classified staff is paid for through Title III funds.

**3. Proposed Projects Requiring Additional Resources (not listed in Section B-Action Plans/Resource)**

Project Name and Description	Total Additional Dollars/Staff Needed
N/A	N/A

**4. Outcomes (from most recent Program Review or Annual Program/Department Reports)**

Student Learning/Service Area Outcomes Statements	Strategies to Achieve or Improve SLOs/SAO Goals	Outcome Data or Other Assessment Results (i.e. Data from Student SLO Survey)
1. Students will state that their specific computer application or other software-use skills have improved as result of receiving services in the Information Commons..	Design tutorials, workshops and individual assistance to learn basic computer skills	To be surveyed in April 2014
2. Students will state their grades have improved as result of receiving services and/or studying in or using equipment in the Information Commons	Tutoring Services	To be surveyed in April 2014
3. Students are aware of and satisfied with services in the Information Commons.	Survey of student needs	To be surveyed in April 2014
4. Students will demonstrate knowledge of the availability of textbooks in the Reserve Library. -With the library questions.	Signage, faculty instruction	To be surveyed in April 2014

**Analysis of Progress on Outcomes**

The Garden Grove Center and the Information Commons have recently added the Lab assistant to help students and facilitate the lab. Use has increased and the students seem very happy with the hours of operation. A follow up student survey will be completed in the Spring.
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**Progress on 5-year Goals (from most recent Program Review)**

Goal	Complete	Partially Complete	Not Started	Abandoned	Comments
1. The Information Commons should expand the tutoring services that are currently offered to include tutoring options for Math, Psychology, and other CTE programs.	X				Always room to add more
2. Lab hour expansion should be considered as more students utilize the Information Commons and some consideration to having the lab open on weekends should be researched.	X				
3. Institutionalization of the staffing and equipment costs for maintaining the Information Commons should be investigated.		X			The full time classified member who works as the lab assistant in the Information Commons is out of general funds, we need to find ongoing funding for 12 hour per week part time lab assistant that is currently paid for through Title III funds.

**Analysis of Progress on 5-year Goals**

**Great Progress**

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Department/Division Instruction-Garden Grove Center/Information Commons

Planning Year 2013-14

**New Annual Program/Department Goals**

Goal	5 yr Goal Addressed	Project Completion Date	Lead Employee	Comments
Expand Workshops and Student Success Activities	1	5/14	Marin	In progress
The Garden Grove Center will develop materials and/or processes to provide students with easy access to common information. (i.e. FAQs/Phone Tree)	1	Ongoing	Carolyn Clausen	
The Garden Grove Center will arrange Faculty and Staff appreciation activities.	2	Ongoing	Carolyn Clausen	
The Garden Grove Center will publish a CTE newsletter every semester.	2	Ongoing	Carolyn Clausen	
The Garden Grove Center will develop a student feedback mechanism that helps to improve student service.	2	Fall 2013	Carolyn Clausen	
The Garden Grove Center will hold workshops with Linda Morin, to start the development phase of the Emergency Operations Plan	3	Ongoing	Cynthia Berry	
The Garden Grove Center will develop cash handling procedures	4	Fall 2013	Carolyn Clausen	
The Garden Grove Center will develop a plan for tracking equipment deliveries and asset tagging.	4	Fall 2013	Carolyn Clausen	
The Garden Grove Center staff will prepare SOP manuals for at least 3 of their responsibilities and provide cross training to at least one other employee.	5	Fall 2013	Carolyn Clausen	

### B. Action Plan and Resource Requests Based on Annual Data

Action	Institutional planning goals*	How action will improve student success	Type of Resource	Resource needs, if any	Department priority**	Approximate cost	Potential Funding Source
			Equipment				
			Facilities				
12 hr/week lab assistant to extend lab hours	1	Will allow students more time to use the Information Commons to complete assignments and use textbooks.	Personnel		1	\$10,000	General Fund
			Software				
			Supplies				
			Technology				
			Training				
			Other				

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