



2014-2015  
Department Review  
Educational Centers  
(Garden Grove, Le Jao, Newport Beach)

## 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.

**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**

Coastline Community College  
 Annual Institutional Planning Report  
 Non-Instructional

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				

\*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.



2014  
Center Review  
Le-Jao Center



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Cheryl Babler, Ph.D.  
Interim Dean of Instruction



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Dorothy McCollom  
Staff Assistant



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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 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

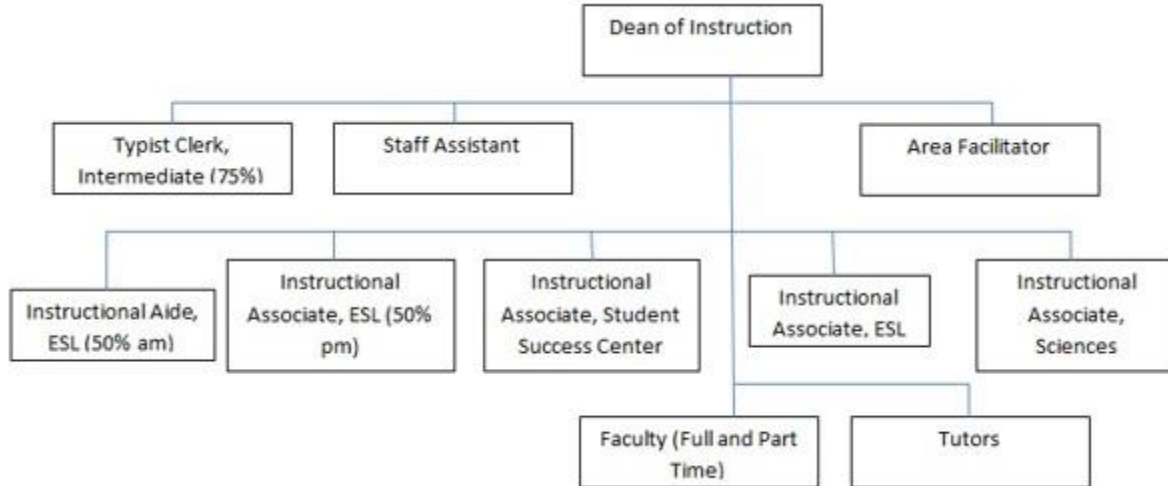


Table 2.1 Staffing Plan

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



## Department Review Validation Report Le-Jao Center

The purpose of the Department Review Validation Report is to provide quantitative and qualitative support to the validation process of the comprehensive Department Reviews. The process will be a composite rating score for evidence supporting the planning aspects of the document. Recommendation(s) are provided for department improvement to be addressed in annual department reviews.

### Mean (Average) Score

Excellent 1.80 - 2.00

Standard 1.00 – 1.79

Below Standard < 1.00

Criteria	Score
1. Department-related data was integrated and discussed within the document.	1.21
2. Service area/administrative unit outcome results were discussed and action plans developed.	1.38
3. Previous initiatives were addressed to ' <i>close the loop</i> ' in planning.	N/A
4. The document was clear in its goals and action plans.	1.43
5. All initiatives were aligned with and supported the College Goals.	1.79
6. The document provided a comprehensive review of the department.	1.57
7. The document provided a comprehensive prioritization of recommendations.	1.64
8. There is substantial information/evidence to support the resource request(s).	1.14

### Commendations:

1. The Committee commends the department for developing the groundwork for future plans to strengthen the center.

### Recommendations:

1. The Committee recommends that the department conduct additional assessments to support planning, which include, but not limited to: employee student/surveying, performance metrics, achievement data and Service Area/Administrative Unit Outcomes trend analysis.
2. The Committee recommends that the department strengthen the Service Area/Administrative Unit Outcomes assessment process and reports data on timely basis.
3. The Committee recommends that the department discuss the use of Service Area/Administrative Unit Outcomes and summarizes the ongoing dialog of outcome and achievement data.



2014

Center Review

**NEWPORT BEACH CENTER**



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Mary Halvorson, Interim Dean



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Jane Bauman, Professor/Department Chair Art and Music



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Celeste Ryan, Professor/Coordinator Special Programs



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Kathy Bledsoe, Area Facilitator

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# Executive Summary

The Newport Beach Center (NBC) is strategically located to serve students and the surrounding community of Newport Beach. The center opened its doors spring of 2013 and is now growing and being recognized not just for its beautiful location but also for the programs and services offered. In the near future (fall 2015), Science and Math will be primarily located at the NBC. It is the vision of Coastline Community College to have the NBC recognized as a center that provides an excellent education in Science, Technology, Engineering, Arts and Mathematics and will give the NBC the proud designation of being referred to as a “STEAM” center. The first two years of the various science and math major curriculum will be offered as they are at this time. However, a focus to expand in the areas of STEAM will be a primary goal of the NBC going forward.

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

- 1.1 Increase site based course offerings specific to general education that support transfer degrees in Art, Science and Math leading to a more structured educational plan for those students.
  
- 2.1 The NBC will provide increased access to services and assistance.
- 2.2 Ensure a safe and effective learning environment in the evening hours.
- 2.3 Maintain administrative best practices reflected within the California Community College system.
  
- 3.1 NBC will provide adequate full and part-time faculty offices to those teaching primarily at this location.
- 3.2 Sufficient parking will be provided at the NBC for students, faculty, staff and the community.
- 3.3 Provide an inviting atmosphere for students, staff, faculty and the community through a mutual partnership with a vendor to provide beverages and food with seating to accommodate a common gathering space.
- 3.4 Increase community awareness that the NBC exists and serves the community at large.

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

Costa Mesa (09-12) Newport Beach (13-Present)					
Fall	2009	2010	2011	2012	2013
Headcount	1,671	1,614	1,635	1,163	1,267
Enrollment	2,957	2,816	2,581	1,806	1,825
Credit FTES	229	245	236	182	206
Non-Credit FTES	37	17	21	20	14

The data above reflects the decrease in course offerings beginning in 2011 due to budget constraints. It is also reflective of site based instruction only, and does not include online classes. The Newport Beach Center (NBC) as a whole is gaining in enrollment as demonstrated this fall where for the first time there was a lack of parking space for students and staff alike. Every semester the word is getting out that a college has a presence in Newport Beach!

The NBC supports instructional programs offered by Coastline Community College and is home to the Coastline Art Gallery. The NBC is also home to Special Programs (ABI, DSPP, ID) and the Legal Assistant, and Social Science Programs. Planned for fall 2015 the NBC will be the primary home of the Science and Mathematics programs. It is anticipated this decision will enhance enrollment and recognition of the NBC. This will also allow for awareness and cooperative communication with our nearest university, the University of California, Irvine (UCI). This emphasis on the sciences and math will also support students involved with the Coastline "STEAM" program as we build a relationship with our surrounding high schools, UCI and other transfer universities.

The NBC opened its doors to instruction Spring of 2013, replacing courses and programs previously offered at the Costa Mesa Center. The Early College High School program continues to be housed at the Costa Mesa site and is now under the administrative oversight of the Dean of the Le-Jao Center.

The NBC opened at a time when Coastline Community College was under severe budget constraints. At the time of this report, the constraints have lifted to the point where the center is moving ahead with planned expansion of course offerings and programs. This includes the planned emphasis of the sciences and math programs. A new science lab will be completed and science courses will be added to the NBC schedule to compliment the majors. Additionally, the Art programs and the Coastline Art Gallery are gaining recognition in the community. It is the intention of the faculty to build site based instruction especially in general education that supports the programs at the NBC as well as continue to serve students through distance education.



## 1.2 Center Assessment/Progress on Previous Goals

This is the first iteration of Comprehensive Center Review. Therefore previous goals were not established. However, the data suggests students are satisfied in the areas addressed below. This annual survey will continue and in the future be specific to the NBC and the other centers as well.

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)	135	61%	29%	4%	0%	6%
Classrooms, learning centers, and other CCC sites are well maintained.	135	59%	32%	4%	0%	6%
Classroom temperature is comfortable.	133	41%	35%	16%	2%	6%
Parking for CCC sites is adequate and well maintained.	135	50%	35%	7%	1%	6%
CCC sites are safe.	134	54%	34%	3%	0%	8%

## 1.3 Administrative Unit/ Service Area Outcomes

**AUO/SAO 1:** Provide a welcoming environment that provides access to college service and information.

**TARGET:** 80% are satisfied with access to services and information

**FINDING:** 94% of student indicated very satisfied or satisfied provides access to college service and information

**ACTIONS:** To increase awareness of services at the center and assist students, there is need to look into the possibility of electronic/interactive bulletin boards to provide better communication. Also, outside hallway bulletin boards to post important information would be advantageous. In addition, the center needs to provide limited but pertinent student support services (e.g. admissions and records, financial aid and counseling services) during the first two to three weeks of the term. This would mean working with the Vice President of Student Services to see if hourly staff would be available for a short term assignment.

**AUO/SAO 2:** Provide a safe and clean environment.

**TARGET:** 80% are satisfied with safety and cleanliness of the center

**FINDING:** 91% of student indicated very satisfied or satisfied with safety and cleanliness of the center

**ACTIONS:** Ensure that there is an adequate custodial staff and sanitation supply to continue to maintain the center.

**AUO/SAO 3:** Measure the efficiency of classroom/non-instructional room usage over the next five years.

**TARGET:** Increase efficiency of usage in classroom/non-instructional rooms over the next five years.

**FINDING:** None

**ACTIONS:** Explore the capability of 25 Live Software to provide a room optimizing system to ensure that the rooms are being used efficiently.

## 1.4 External Compliance

The leadership of the NBC maintains and works with appropriate Coastline departments relating to facility/safety issues per ACCJC accreditation standards. The regulations and compliance of external agencies such as OSHA, ADA and others that affect the facility and safety of staff/students falls under the jurisdiction of the Maintenance and Operations Department. The Center complies with all regulations related to safety such as earthquake drills which is mandated and planned by the Administrative Services.

## 1.5 Goals/Recommendations

### **Goal 1.1**

*Increase site based course offerings specific to general education that support transfer degrees in Art, Science and Math leading to a more structured educational plan for those students.*

### **How will the goal support the mission, vision, goals or CCC Scorecard KPIs of the center?**

Increase student access, persistence and completion through timely course offerings that support a specific transfer degree complementary to Art and STEAM. (CCC Goal 2)

Strive to support this goal through purposeful planning related to scheduling and thereby increasing capacity for student success. Also to use resources efficiently that will expand the diversity of the center and be responsive to programs and services. (CCC Goal 6)

### **Recommendation for goal achievement**

This will be achieved primarily through purposeful schedule development over future semesters. Consider student cohorts to also help accomplish this goal. May take initial release time or staff time to record cohort expectations and planning specific to programs at the NBC. Outreach to high school counselors and middle schools. Consider a community science night or other activities to bring the community to our center and become aware of what we offer. (No Cost)

## Section 2: Human Capital Planning

### 2.1 Departmental Staffing

Table 2.1 *Staffing Plan*

Year	Administrator	Management	Faculty	Classified	Hourly
2014-2015 (present)	Dean	None	12	Area Facilitator Area Office Coordinator Intermediate Typist Clerk (0.49 FTE)	None
2017-2018 (3-year)	Dean	Evening Site Director	14	Area Facilitator Area Office Coordinator Intermediate Typist Clerk (1.0 FTE)	+/- 19 hours/week
2019-2020 (5-year)	Dean	Evening Site Director	16	Area Facilitator Area Office Coordinator Intermediate Typist Clerk (1.0FTE)	+/- 19 hours/week

(Staffing of Special Programs will be reflected in their program planning)

The NBC currently has one administrator and 2.5 classified staff to support the operations of the center that includes instruction and student services support where applicable. It is anticipated that when science and math moves to the NBC and those programs expand as we think they will, there will be a need to have an additional full time classified staff. As the need is assessed on an annual basis, the positions reflected in the chart above may move up in terms of when they would be requested through CCC planning process. Student, faculty and program needs are increasing necessitating more assistance than we can sometimes provide.

As NBC expands its course offerings in the evening hours (6pm to 10pm Monday through Thursday), and student activity increases, it may be appropriate to have an **hourly** classified or instructional manager to act as an “evening site director.” This position would provide a management presence not only for additional safety and liability, but to support, monitor and assess issues that arise in the classroom or at the site. They would also be available to assist evening instructors and help evening students.

### 2.2 Professional Development

All staff is encouraged to attend CCC professional development opportunities provided. In the last five years staff have attended as appropriate all faculty/staff first of the year meetings and activities to enhance their personal growth and professional development. Due to the workload demand of the Center, the staff members have not had the opportunity to collaborate or attend conferences outside of internal development workshops.

It is strongly encouraged that the Dean of the Newport Beach Center become a member of the Association of California Community College Administrators (ACCCA) and participates at the annual Student Success Conference.

## 2.3 Goals/Recommendations

### **Goal 2.1**

*The NBC will provide increased access to services and assistance.*

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

This goal is to provide increased student/faculty access to information and provide support services to students and faculty to ensure effective and efficient operations are meeting the demands of programs and services. (CCC Goal 2, 6)

#### **Recommendation for goal achievement**

Provide additional assistance to students in the first two weeks of the term. Hire a full time 40 hour intermediate clerk typist in 2017-2018 or sooner if needed. Provide “evening site director” coverage 2019-2020 or sooner if needed. (\$15,000)

### **Goal 2.2**

*Ensure a safe and effective learning environment in the evening hours.*

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

It will increase support services to faculty members and students and ensure safety oversight as well as center, classroom and student oversight during the evening hours. (CCC Goal 6)

#### **Recommendation for goal achievement**

Hire an hourly Evening Site Director (Classified Manager or Instructional Manager) (\$30,000)

### **Goal 2.3**

*Maintain administrative best practices reflected within the California Community College system*

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

This will increase the competencies of the Dean to explore new practices in planning and effective management skills. (CCC Goal 5, 6)

#### **Recommendation for goal achievement**

Attend Administration 101 presented by ACCCA and/or the CCCCIO organization. Attend workshops offered by ACCJC and other appropriate valued training and/or updates affecting programs and services. (\$1,200)

## Section 3: Facilities Planning

### 3.1 Facility Assessment

The NBC opened spring semester of 2013. As with any new facility there have been multiple modifications, big and small for a variety of reasons. At this time space and functions have settled to the extent most needs have been met. The maintenance and operations manager and staff have been responsive and timely.

At the present time the new science classroom should be completed and ready for summer or fall students in 2015. There is a challenge to accommodate private offices or even shared two faculty offices. A classroom was converted to faculty offices but needs a new design to provide a better functional space. The NBC office space on the third floor may also be made more functional to accommodate some full time faculty and provide space for part time faculty.

Parking at the NBC will continue to be an issue at the beginning of any semester. The lot is full with parking overflow to whatever streets students and staff can find parking. There is no staff parking and no visitor parking, however, Dave Cant, manager of M&O is planning to meet that need very soon. After the first two to three weeks the parking gets better. The college needs to plan for the growth expected over the next five years and the impact on reasonable parking for staff, students and the community.

CCC is looking forward to the possibility of leasing out the kitchen space at the NBC originally meant for the ECHS. The kitchen can serve as a space for an appropriate vendor to serve beverages and food spanning breakfast to lunch. When this comes to fruition, the outdoor space located on the main floor entrance to the college would become a common gathering space for students and staff. This new common area will need benches/tables some outdoor furniture etc. The vendor may provide some of the needed seating areas.

### 3.2 Goals/Recommendations

**Goal 3.1** *NBC will provide adequate full and part-time faculty offices to those teaching primarily at this location.*

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

Faculty will have space to work at the center and serve their students through face to face meetings as necessary. They will have computer and printer access in support of their instruction. Also there will be a place to keep their files and limited books etc. They will be close to the NBC office for support as needed. (CCC Goal 6)

**Recommendation for goal achievement**

Meet with the CCC manager of Maintenance and Operations, faculty/staff to plan and send to the Vice President of Administrative Services a reasonable solution to accommodating faculty offices. Planning for faculty offices needs to be short term (2015-2016) and long term over the following four years. (\$50,000)

**Goal 3.2** *Sufficient parking will be provided at the NBC for students, faculty, staff and the community.*

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

This would be basic to the student, staff and the community in terms of their positive satisfaction in attending or visiting the NBC. (CCC Goal 6)

**Recommendation for goal achievement**

Work with Maintenance and Operations manager to plan for the efficient use of what we presently have. Propose a long term plan to the Vice President of Administrative Services to provide additional parking. (10,000)

**Goal 3.3** *Provide an inviting atmosphere for students, staff, faculty and the community through a mutual partnership with a vendor to provide beverages and food with seating to accommodate a common gathering space.*

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

A partnership that brings beverages, hot coffee and food to the center convenient to students, staff and the community will enhance student satisfaction and indirectly promote enrollment in the programs and courses offered on site. It will bring a sense of community to the Center. (CCC Goal 4, 6)

**Recommendation for goal achievement**

When a partnership with a vendor is approved by the Board it will help to provide needed food service to students and staff who are at the center most of the day. Once a vendor is in place, the vendor will need to be evaluated as to service, food, hours etc. Working with the manager of Maintenance and Operations seek appropriate outdoor furniture some of which may be provided by the vendor. (\$10,000)

**Goal 3.4** *Increase community awareness that the NBC exists and serves the community at large.*

**How will the goal support the mission, vision, goals or CCC Scorecard KPI's of the center?**

NBC will continue to be innovative in providing programs that will be of interest to the community and increase the awareness that the NBC is part of their community. This is achieved to some extent with the Art Gallery but expand to other activities (e.g., Community Science Night). (CCC Goal 3)

Complete signage at street locations surrounding the center to aid in finding the center if coming for the first time. (CCC Goal 2, 6)

**Recommendation for goal achievement**

Continue to market to the surrounding community through mailed scheduling, hosting appropriate events that bring members of the community to the center. Consider a "Speakers Bureau" of staff willing to speak at various community venues related to what CCC has to offer and highlighting what the NBC has to offer as well.

Plans for signage to be completed and subsequent funding and installation of signage needs to be done. (Administrative Services and the manager of M&O are currently working on signage, \$20,000?)

## Section 4: Technology Planning

### 4.1 Technology Assessment

Because the center is so new and due to the recent influx of new computers/printers for staff and faculty there is adequate technology to do the work that needs to be done.

### 4.2 Goals/Recommendations

There are no technological needs for NBC as the building and technology is new.

## Section 5: Comprehensive Planning Recommendations

### 5.1 Goals

- 1.1 Increase site based course offerings specific to general education that support transfer degrees in Art, Science and Math leading to a more structured educational plan for those students.
- 2.1 The NBC will provide increased access to services and assistance.
- 2.2 Ensure a safe and effective learning environment in the evening hours.
- 2.3 Maintain administrative best practices reflected within the California Community College system.
- 3.1 NBC will provide adequate full and part-time faculty offices to those teaching primarily at this location.
- 3.2 Sufficient parking will be provided at the NBC for students, faculty, staff and the community.
- 3.3 Provide an inviting atmosphere for students, staff, faculty and the community through a mutual partnership with a vendor to provide beverages and food with seating to accommodate a common gathering space.
- 3.4 Increase community awareness that the NBC exists and serves the community at large.



## 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
2.2	Ensure a safe and effective learning environment in the evening hours.	6	Staffing	Hourly Evening Site Director	1	30,000	GF
2.1	The NBC will provide increased access to services and assistance.	2, 6	Staffing	Increase clerk to 1 FTE	2	15,000	GF
3.1	NBC will provide adequate full and part-time faculty offices to those teaching primarily at this location.	6	Facilities	Faculty offices	3	50,000	GF
1.1	Increase site based course offerings specific to general education that support transfer degrees in Art, Science and Math leading to a more structured educational plan for those students.	6	Administrative	Plan	4	No Cost	N/A
3.2	Sufficient parking will be provided at the NBC for students, faculty, staff and the community.	6	Facilities	Plan	5	10,000	GF
2.3	Maintain administrative best practices reflected within the California Community College system.	5, 6	Professional Development	Admin 101 training	6	1,200	GF
3.4	Increase community awareness that the NBC exists and serves the community at large.	2, 6	Facilities	Signage	7	20,000	GF
3.3	Provide an inviting atmosphere for students, staff, faculty and the community through a mutual partnership with a vendor to provide beverages and food with seating to accommodate a common gathering space.	4, 6	Facilities	Food services	8	10,000	GF



## Department Review Validation Report Newport Beach Center

The purpose of the Department Review Validation Report is to provide quantitative and qualitative support to the validation process of the comprehensive Department Reviews. The process will be a composite rating score for evidence supporting the planning aspects of the document. Recommendation(s) are provided for department improvement to be addressed in annual department reviews.

### Mean (Average) Score

Excellent 1.80 - 2.00

Standard 1.00 – 1.79

Below Standard < 1.00

Criteria	Score
1. Department-related data was integrated and discussed within the document.	1.50
2. Service area/administrative unit outcome results were discussed and action plans developed	1.92
3. Previous initiatives were addressed to ' <i>close the loop</i> ' in planning.	N/A
4. The document was clear in its goals and action plans.	1.83
5. All initiatives were aligned with and supported the College Goals.	2.00
6. The document provided a comprehensive review of the department.	1.75
7. The document provided a comprehensive prioritization of recommendations.	1.83
8. There is substantial information/evidence to support the resource request(s).	1.00

### Commendations:

1. The Committee commends the department for developing plans that will support the growth and expansion of the center to best serve students.

### Recommendations:

1. The Committee recommends that the department conduct additional assessments to support planning, which include, but is not limited to: employee/student surveying, performance metrics, and Service Area/Administrative Unit Outcomes trend analysis.
2. The Committee recommends that the department strengthen the Service Area/Administrative Unit Outcomes assessment process and report data on timely basis.
3. The Committee recommends that the department discuss the use of Service Area/Administrative Unit Outcomes and summarizes the ongoing dialog of outcome and achievement data.
4. The Committee recommends that the department provide a more thorough review of the facilities plan for the center with an emphasis on faculty offices.