

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	1	1
Number of Full-Time Faculty	0	0	0
Number of Full-Time Managers	1	1	1
Number of Part-Time Classified	3	1	1
Number of Part-Time Faculty	0	0	0
Number of Part-Time Managers	0	0	0
Students Served Annually	7,600	4,845	6,080
Total Non-Restricted Annual Budget	\$275,251		

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.

Coastline's Assessment Center, located in the College Center, 4th Floor, provides students a comfortable and secure place to complete assessment for entry placement for English and Mathematics courses. The Assessment Center ensures that all examinations are current and not compromised. The Assessment Center provides the following services:

- Assessment placement testing in English and Mathematics courses.
- Alternative testing site for Distance Learning students.
- Testing appointments available by phone or online.
- Processing of local and non-local Math and English Placement exams for Military, Incarcerated, EBUS, and Amador County Office of Education students.
- Secure area for storing tests.
- Assessment Center website with practice exams and access to test preparation materials/websites.

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- Monitored and secure environment for test taking.
- Accurate and immediate test score reporting to students, Admissions & Records, and faculty.
- Provide other Institutions with CCC student's Placement results.
- 30 stations with computer screens and CPUs.
- Access to Telecourse lecture materials for student viewing.

The Assessment Center peak periods are:

July-August = New students taking entry placement testing for Math and English prior to enrollment in the fall semester, proctoring of Distance Learning exams, processing of Math and English Placement exams for Military, Incarcerated, EBUS and Amador County Office of Education. Students using our computers to view telecourses.

September=Math and English Placement for local and non-local Military. Students using our computers to view Telecourses.

October- November-December = Proctoring of Distance Learning exams, processing of Math and English Placement exams for local and non-local Military, Incarcerated, EBUS and Amador County Office of Education. Students using our computers to view Telecourses.

January=Math and English Placement for local and non-local Military, Incarcerated, EBUS and Amador C.O.E. students in anticipation of the Spring semester.

February=Math and English Placement for local and non-local Military. Students using our computers to view Telecourses.

March-April-May = Midterm and Final examinations for Distance Learning students, Math and English Placement for local and non-local Military, Incarcerated, EBUS and Amador C.O.E. students in anticipation of the Summer semester. Students using our computers to view Telecourses.

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

Project Name and Description	Total Additional Dollars/Staff Needed
Peak Distance Learning Alternate Testing	\$3,744 /Hourly Staff per academic year
Evening Testing Availability	\$3,744/Hourly Staff per academic year
Assessment Center Surveys	To Be Determined
Xerox copier with scanning capabilities: Xerox WorkCentre7232-rental agreement	\$1,800

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)
<p>1. Students will be aware of English and Math placement tests and how these placement tests are essential components of successful matriculation and integral to the development of an accurate Student Educational Plan.</p> <p>2. Students will be able to understand their placement tests.</p> <p>3. Students will be able to know which Math or English class they are supposed to enroll in based upon their test placement scores.</p>	<p>1. Enable easy student access to test preparation resources for Math and English Placement Testing.</p> <p>2. Enable easy student access to and “how to” instructions for scheduling placement exam or alternative testing appointment(s) via phone or use of online tool.</p> <p>3. Provide English and Math placement results to students in a presentable, easy-to-read format.</p> <p>4. Survey students on their awareness of placement tests, placement results, and satisfaction of Assessment Center services.</p>	<p>Fall 2013 Survey on Student Learning from Services at Coastline College: 49.7% of students stated that they strongly agreed/agreed that the placement tests were explained and they knew which English and Math courses they needed to enroll in. 4.7% of students disagreed and strongly disagreed. 45.7% of students indicated ‘Not Applicable’.</p> <p>Worked with the IT staff to update webpage info and add “how to schedule on-line appointment” instruction sheets for both assessment and DL alternate scheduling purposes (linked PDF documents).</p> <p>Student’s placement results are provided at check-out and emailed on electronic CCCD</p>

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		<p>letterhead within 24 hours after scores are uploaded to Banner. As workload permits and at student's request, staff manually entered placement results into Banner to facilitate student's ability to register within assigned enrollment window.</p>																								
<p>Students will be satisfied with placement tests offered at convenient times.</p>	<ol style="list-style-type: none"> 1. Provide alternative testing for midterms and finals for Distance Learning students. 2. Provide paper-based testing and assessment for military and incarcerated students. 3. Provide services and staff to conduct test proctoring for partnering businesses and institutions (this service ended 6/30/12). 4. Provide testing at Costa Mesa for ECHS/5th Year Cohort (5/31/13). 5. Assessment Center staff assistant will keep track of student placement exams scheduled and completed at off-site testing locations, including anticipated fill (pre-scheduled) vs. no-show rates. 6. Survey students on their awareness of placement tests, placement results, and satisfaction of Assessment Center services. 	<p>Fall 2013 Survey on Student Learning from Services at Coastline College: 50.2% of students responded that they strongly agreed/agreed that the placement tests were offered at time convenient to them. 5.3% of students disagreed/strongly disagreed. 44.6% of students stated not applicable.</p> <p><u>FY 2012-13 Student Service Count</u></p> <table style="margin-left: 20px;"> <tr><td>Local English Placement:</td><td>541</td></tr> <tr><td>ECHS English Placement:</td><td>56</td></tr> <tr><td>Local Math Placement:</td><td>554</td></tr> <tr><td>ECHS Math Placement:</td><td>56</td></tr> <tr><td>Military English:</td><td>718</td></tr> <tr><td>Military Math:</td><td>536</td></tr> <tr><td>Incarcerated Math:</td><td>252</td></tr> <tr><td>Amador C.O.E. Math:</td><td>21</td></tr> <tr><td>Amador C.O.E. Eng. Place:</td><td>21</td></tr> <tr><td>E.B.U.S. Math Placement:</td><td>10</td></tr> <tr><td>DL Midterm/Final Alternate:</td><td>2,080</td></tr> <tr><td>TOTAL # OF STUDENTS =</td><td>4,845</td></tr> </table> <p>12-13 YTD info: <u>Results of off-site testing at GGC:</u> 7/26/12: completion rate for scheduled exams was 50% for Math and 66% for</p>	Local English Placement:	541	ECHS English Placement:	56	Local Math Placement:	554	ECHS Math Placement:	56	Military English:	718	Military Math:	536	Incarcerated Math:	252	Amador C.O.E. Math:	21	Amador C.O.E. Eng. Place:	21	E.B.U.S. Math Placement:	10	DL Midterm/Final Alternate:	2,080	TOTAL # OF STUDENTS =	4,845
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		<p>English. 8/16/12: completion rate for scheduled exams was 54% for Math and 47% for English. <u>These tests will be included in FY 12-13 student service count.</u> Future requests will be considered in context of high number of no-shows, inability to fill seats with walk-ins, and greater staff effort required to coordinate off-site testing.</p>
<p>Students will be satisfied with Assessment Center services.</p>	<ol style="list-style-type: none"> 1. Assessment Center scans and emails placement test results to other colleges, as requested by Coastline student. 2. Improve services and timely communication to Coastline instructors by sending scanned copies of completed exams to facilitate their ability to submit grades on deadline. 3. Facilitate student access to Assessment Center for Telecourse viewing purposes (other viewing locations available at Le-Jao, Costa Mesa and Garden Grove Centers). 4. Provide assessment services for students at other Coastline learning centers, as directed by Dean of Counseling and Matriculation. 5. For both placement and DL alternate testing purposes, the Assessment Center accommodates students with verified disabilities, as directed by DSPS, and/or refers students to the Special Programs Department for verification of disability. 6. Survey students on their awareness of placement tests, placement results, and 	<p>Fall 2013 Survey on Student Learning from Services at Coastline College: 44.5% of students used and were satisfied with Assessment Center services while 3.4% of students used and were not satisfied with services. 27.6% of students heard of, but did not need services and 24.5% never heard of the Assessment Center and did not need services.</p> <p><u>FY 2012-13 Count:</u> 27 students used Assessment computers for viewing telecourses for a total of 42 hours of use overall. Currently, student visitors sign in at the front desk to use one of six Telecourse stations in the Assessment Center.</p> <p>Assessment Center staff kept log of accommodation requests received. In 2012-13 Assessment staff proctored 5 DSPS students for placement exams in coordination with Special Programs Department.</p>

	satisfaction of Assessment Center services.	
The Assessment Center staff will provide efficient assessment services to students and faculty.	<p>Provide professional development and training opportunities for Assessment Center staff assistant and part-time assistants to keep current on best practices in placement testing and use of technology.</p> <p>Provide opportunities for Dean and the Assessment Center staff to discuss goals, operational, equipment (computers, monitors, software, and security cameras), programmatic, space planning, and budgetary issues and needs. Determine College and/or District committees and meeting forums that both build the knowledge and skills of Assessment Center staff, and which will benefit from the participation and expertise of Assessment Center staff.</p>	<p>Assessment Center staff maintained a record of trainings and meetings attended. Reviewed and targeted specific training and professional development opportunities such as District and College software (e.g. Banner, Seaport, SARS), Pearson and Accuplacer Test instruments and software products.</p> <p>Assessment Center Staff Assistant provided updates and summaries of the meetings/trainings assigned to participate in, and discussed with the Dean of Counseling and Matriculation any significant findings, recommendations and action items.</p>

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.

Ways to Improve or Complete Goals and Results:

- Request IT staff to give Assessment Center more control of DL Scheduler tool.
- Review Assessment Center's space for ADA compliance and ability to respond to the most commonly recommended accommodation requests. Dean of Counseling and Matriculation will communicate space planning needs to PIEAC and Facilities Committee.
- Dean of Counseling and Matriculation will make assignments and ensure that adequate staffing remains in place for placement and DL testing services.
- Work with Institutional Research Department to develop additional Assessment surveys

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

Goal	Complete	Partially Complete	Not Started	Abandoned	Comments
Not Applicable					

The Assessment Center will complete a comprehensive report in Fall 2019 for the Program and Department Review Committee.

Analysis of Progress on 5-year Goals

Not Applicable

New Annual Program/Department Goals

Goal	5 yr Goal Addressed	Project Completion Date	Lead Employee	Comments
Not Applicable				

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
Replace 2 faulty security cameras in Assessment testing area.	2011-16 Strategic Goals: I,III	Maintain integrity of testing area and exams, by improving Assessment staff's view of student's testing materials and environment.	Equipment	2 "Digital Watchdog" High Resolution Indoor Dome cameras-3.3-12mm Lens.	1	2 cameras at \$225 each PLUS 2 hours installation by 3 men = \$150 Total \$600.	
			Facilities				
			Personnel				
Web-browser Restricting Software.	2011-16 Strategic Goals: I,III	Maintain integrity of testing area. Help students focus.	Software	Software can be installed in existing computers.	3	\$500 per year/site license	
			Supplies				
			Technology				
			Training				
Cell-phone lockers with keys.	2011-16 Strategic Goals: I,II, III	Maintain testing area for integrity. Provide safe and secure for students taking exams.	Other	Reference website: www.lockers.com .	2	\$1,500	M&O helping to research lockers; including use of Bookstore lockers.

*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	1	1	2
Number of Full-Time Faculty	5	4	5
Number of Full-Time Managers	1	1	1
Number of Part-Time Classified	2	2	2
Number of Part-Time Faculty	8	10	10
Number of Part-Time Managers	0	0	0
Students Served Annually	7,121	8,527	9,605
Total Non-Restricted Annual Budget	\$236,623	\$193,880	\$241,703

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.

Counselors are available to assist students with:

- Educational Planning
- Career Exploration
- Personal Counseling
- Transfer Counseling and Information

Counseling Services are provided through the following methods:

- In-person counseling appointments
- Phone counseling appointments

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- Correspondence counseling appointments for incarcerated students
- Online E-Advising and E-Chat
- Counseling Courses
- Class Visits

Peak periods are prior to registration.

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

Project Name and Description	Total Additional Dollars/Staff Needed
SSSP Compliance. This project will be on-going and will require a broad scope of services to deliver timely education plans to a greater volume of students in order for them to receive priority registration.	At least 1 additional FTE Counselor at \$100K (base and benefits) beginning Fall 2014. Additional counselors will need to be added to meet the need.

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)
To create and promote innovative services and technology solutions that respond to the needs and expectations of students, the department will train and cross-train Counseling support staff to meet students' and College expectations in providing support services.	Deploy Counseling Classes and Student Satisfaction Surveys. Evaluate eAdvise and eChat in regard to their use. Increase marketing of these services.	From the December 2009 and May 2010 surveys, 100% of students indicated that they were very satisfied and satisfied with the support staff in Counseling Programs.
To increase student access, and improve persistence, retention and completion, the department will provide Counseling services at convenient and accessible locations for students.	All College Centers now have at least 1 F-T Counselor. Each center also has one p-t counselor office available.	From the 2010 Counseling Services Survey, 92.9% of students are satisfied with locations; 55.6% of students prefer counseling services at College Center;

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		52.9% of students prefer the Costa Mesa Center; 47.4% prefer the Garden Grove Center; 41.4% prefer the Le Jao Center; 17.4% prefer services by telephone; 20% prefer the Internet; and 34.7% prefer online real-time chat-rooms.
Ensure Counseling support staff are meeting students' and College expectations in providing support services	Deploy Counseling Services Student Survey. The survey was deployed in December 2009 and May 2010. Evaluate the services provided to counselors.	100% of students indicated that they were very satisfied and satisfied with the support staff in Counseling Programs.
To create services using technology, the department will enable Coastline students to access advising via electronic formats, within identified service hours.	E-Advising and E-Chat are available to students online for "quick questions". Electronic SEP's through DegreeWorks are now available.	From the 2010 Counseling Services Survey, 80.5% of students are satisfied with these services. Will need to survey students regarding DegreeWorks.
To advance and sustain the capacity for student success through the efficient use of resources, the department will promote the delivery of superior customer service by Counseling support staff to our students.	Deploy Counseling Services Student Survey. Survey deployed to students and data analyzed in FY 2010.	From the 2010 Student Survey, 84.7% of students indicated that support staff were courteous and helpful while 91.7% indicated that support staff was courteous and helpful at the various center locations.
To advance and sustain student access, persistence, completion and success, the department will develop, update, or review College or department publications (e.g. Incarcerated Student Guide, College catalog and schedule to reach and inform students via print and electronic formats.	Continue to review publications and website to correct and improve information for students.	From the 2010 Student Survey, 85.9% of students find Counseling Department publications (e.g. Transfer Guide) helpful.
To increase student access, persistence, completion and success. The department will promote scholarship opportunities to Coastline students by assisting with College marketing and information dissemination efforts.	Continue to disseminate scholarship information through college publications and other marketing materials. Continue to advise students of scholarship opportunities in counseling sessions.	From the 2010 Counseling Services Student Survey, 69.1% of students indicated that they knew of scholarship opportunities; 30.9% did not.
To create and use innovative programs and services through technology solutions, the	The department will revise the current on-line orientation in order to increase its effectiveness.	The data collected and available is from a 2010 Counseling Services Survey in which

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department will implement an on-line orientation to be accessible and useful for students.	Additionally, the department will contribute to the development of a new orientation.	77.6% of students found the previous online orientation useful.
Staff is meeting the needs of the Incarcerated student population needs.	DegreeWorks SEP version for the Incarcerated has been created. Continue to find ways to assist this population.	88.49% of students were very satisfied and satisfied with faculty and staff.
Ensure that Coastline students can easily schedule counseling appointments.	Re-evaluate the ability of students to use SARS to schedule their own appointments.	80.5% of students are satisfied with scheduling of appointments.
Ensure superior customer service from support services staff to our students.	Deploy the Counseling Services Student Survey. Survey was deployed in 2010.	84.7% of students indicated that support staff were courteous and helpful while 91.7% indicated that support staff was courteous and helpful at the various center locations.

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.

Ways to Improve Results:

Counseling Services will ensure and provide consistent quality of services to students within a decentralized campus setting and to distance learners. A College webmaster is needed to develop a new web-based orientation and redesign/upgrade/increase interactive fields within the Counseling Services website. Counseling Services will continue to review operational modifications and implement strategies to increase the percentage of students' knowledge of scholarship opportunities.

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

Goal	Complete	Partially Complete	Not Started	Abandoned	Comments
Assure adequate counseling staff and physical resources to support counseling, articulation, matriculation, outreach and other services.		x			Review Yr: 2009-10; Target Date: 12/31/2014. Counseling Department relocated with counseling offices and computers for students' use.

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Maintain and update the new manual for "Policies and Procedures" to assist students to obtain a friendly, consistent and supportive procedure to accomplish their educational goals.		x			Review Yr: 2009-10; Target Date: 12/31/2014. Completed updated Policies and Procedures manual for department staff to provide support and service toward the educational goals of Coastline students. Dean meets with Counselors and staff to discuss ways to improve procedures and compliance with District policies (Student Code of Conduct and Student grievance policies).
Create updated Policies and Procedures manual for department staff to provide support and service toward the educational goals of Coastline students. Dean meets with Counselors and staff to discuss ways to improve procedures and compliance with District policies (Student Code of Conduct and Student grievance policies).		x			Review Yr: 2009-10; Target Date: 12/31/2014. Needs Administrative approval.
Implement a computerized student tracking system (SARS) for both counselor and student appointments.	X				Review Yr: 2009-10; Target Date: 12/31/2014. SARS software is upgraded and reports can be pulled to track appointments for Counselors and students.

Analysis of Progress on 5-year Goals

The goals for the most part are on-going due to the dynamic nature of services to students.

New Annual Program/Department Goals

Goal	5 yr Goal Addressed	Project Completion Date	Lead Employee	Comments
Staff training and knowledge of Degree Works: Thien Vu, Carol Needham, Susi Miles.	Ongoing	Annual	Thien Vu	Training for all 3 employees should be on Friday afternoon, since the office closes at Noon on

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				Fridays.
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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
Provide scanners for counselors to access and electronically send records, documents.	2011-16 Strategic Goals: I, II, III	Student success will be improved with faster and accurate access and review of student records and documentation by the academic counselors.	Equipment	Scanners for counselors at different sites.	5	\$1,200	General Funds
A cubicle for classified staff-- Mai Le—located in the lobby of the current Counseling Department in FV.	2011-16 Strategic Goals: I, II, III	Having the Career Services Center available to students in Counseling Office will be convenient for students and contribute to their success.	Facilities	Title 5 funds.	1	\$3,000	Title 5 Funds
To hire a clerical, Hourly Temporary Support position.	2011-16 Strategic Goals: III, VI	19 hours a week, during the busy months of August-September, December-February, May. The goal is to support the Coordinator so she can have time to do her job better: to make the Dean's job easier.	Personnel	1 position is needed. Schedule HH, Step 04-2, at \$13.996/hour- 160 Days position.	4	\$7,500	PIEAC/General Funds

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Reinstate access to online appointment screen for students to set their Counseling appointments, much like the Assessment Center's online appointment page.	2011-16 Strategic Goals: I, II, III	In Fall 2014 all students will be required to develop a Student Education Plan (SEP). Online self-appointment site will handle the high volume of students who need to complete the SEP for priority registration.	Software	Help from District personnel is needed.	2		General Funds
			Supplies				
Action	Institutional planning goals*	How action will improve student success	Type of Resource	Resource needs, if any	Department priority**	Approximate cost	Potential Funding Source
			Technology				
FY 2013-14 Degree Works training for all classified staff.	2011-16 Strategic Goals: III, VI	All Counseling staff will be able to assist students to successfully navigate and utilize Degree Works.	Training		3		
			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.

Department/Division	Counseling and Matriculation Department/Transfer Center
Planning 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	1	0
Number of Full-Time Faculty	1	1	1
Number of Full-Time Managers	1	1	1
Number of Part-Time Classified	0	1	1
Number of Part-Time Faculty	3	3	1
Number of Part-Time Managers	0	0	0
Students Served Annually	576 as of 10/31/13	1,560 Direct Transfer Center services	1,353 Direct Transfer Center services
Total Non-Restricted Annual Budget	\$271,421	\$263,515	\$264,269

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.

The Transfer Center has the responsibility to provide students with the following services:

- Exploration and research about majors (ASSIST.ORG).
- Career paths and transfer options (EUREKA).
- Application assistance to the CSU, UC, and Private Institutions.
- Personal/narrative statement assistance (also referral to the Writing Tutors/Student Success Center).
- University tours.
- Scholarship opportunities.
- Special events/workshops.
- University Transfer Event (in October).
- 4-year college representative site visits.
- One-on-one Transfer assistance through individual appointments.

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- Access to CSU/UC/Private University representatives via teleconference, webinars.

The Transfer Center's peak periods are:

- July through September planning for the Fall Transfer Event.
- September through December assisting students with CSU and UC applications, personal statements (October 1 to November 30), university tours, 4-year college searches and financial aid/scholarship opportunities.
- February through May for university tours, workshops, research 4-year schools, graduation and Summer graduation, CSU, private school applications. If mini-transfer fair scheduled-January to March planning.
- Monthly teleconferences and collaborative meetings with Transfer representatives and 4-year college representatives on current transfer information/stats, best practices, guideline updates, policies, and procedures.

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

Project Name and Description	Total Additional Dollars/Staff Needed
Spring 2014 Mini Transfer Fair	\$500/Academic counselors prep-time
Transfer Workshops in Summer 2014 and Fall 2014	\$2,500/Academic counselors development, prep-time

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)
Students will be able to express their transfer goals clearly.	<p>1. The Transfer Center will increase its visibility of the Transfer Center's services, resources, and events to students via print, Internet, and electronic marketing,</p> <p>2. The Transfer Center will establish Transfer Center email address and current webpage.</p> <p>3. Work with the Outreach Technician and target community activities to recruit more under represented students to Coastline by visits to local high schools and OC County, Community agencies.</p> <p>4. The Transfer Center will create effective partnerships/transfer paths with 4-year institutions and increase Coastline's profile among service area High Schools.</p> <p>5. The Transfer Center will provide students with convenient access to knowledgeable counselors for development of Student Ed Plans that lead to</p>	<p>Fall 2013 Survey on Student Learning from Services at Coastline College: 34.7% of students responded that they can much better/better express their transfer center goals as a result of using services and resources at the Transfer Center. 10.9% of students responded that they have the same ability of expressing their transfer goals as a result of services and resources. 1.5% of students responded that they are worse and much worse in expressing their transfer goals after using services/resources from the Transfer Center. 52.9% of students responded that this is 'not applicable' to them.</p> <p>In Summer 2013 the Transfer Center established an email address: transfercenter@coastline.edu and an online presence.</p>

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	<p>transfer-readiness (via face-to-face, telephone, and e-advising methods) and to the Transfer Center coordinator for assistance with use of online and print resources and transfer information.</p> <p>6. Students' access to the Counseling Department to make appointments with academic counselors in –person, online or teleconference.</p> <p>7. Deploy student survey.</p>	<p>Up to 10 students and schools per week utilize the email address for inquiries, information or to meet with Transfer Center staff.</p> <p>Transfer Center provided info, personal/narrative statement assistance, university tours (spring 2013 to UCs and USC), scholarship/CSU/UC applications, and activities to support students' transfer goals. Participated in meetings (e.g. Region 8, SCHEC).</p> <p>Transfer Center posted on Counseling Services and Transfer Center services and resources on College web sites. Academic counseling appts: Mon-Thurs, 8am–6pm and Fri, 8am–12pm; express, e-Chat/e-Advise counseling available online. Transfer Center operational hours expanded Monday-Thursday 11am-6pm; Fri 8am-Noon; and by appointment.</p>
<p>Students will be able to apply to four-year universities successfully.</p>	<p>1. The Transfer Center will have friendly and accessible space for students to receive on-site assistance from counselors, staff, and reps. from 4-year colleges and universities and to access print and online resources for transfer research and preparation.</p> <p>2. The Transfer Center will review students' use equipment and accessibility to resources; review and update all printed materials, including college publications.</p> <p>3. The Transfer Center personnel will meet</p>	<p>Fall 2013 Survey on Student Learning from Services at Coastline College: 30.8% of students responded that they can much better/better apply to four-year universities successfully. 9.7% of students responded that they have the same ability to apply to four-year universities as a result of services and resources. 2.2% of students responded that they are worse and much worse in their ability to apply to four-year universities as a result of using services/resources from the Transfer</p>

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	<p>regularly with Transfer Center Advisory Committee, College's Student Success Committee and other groups to update long- and short-term service priorities and advocate for budgetary, staffing, and facility needs. Schedule Transfer Center Advisory Committee throughout the academic year; review and set meeting agenda. Discuss Transfer Center needs and activities with the Student Success Committee.</p> <p>4. The Transfer Center will work with College's Office of Institutional Research to track Coastline students' transfer progress/completion rates, students who transition to CSUs, UCs and private colleges, and student feedback re: quality/scope of Transfer Center service delivery.</p> <p>5. Deploy Student Survey.</p>	<p>Center. 57.2% of students responded that this is 'not applicable' to them.</p> <p>1,560 students received direct Transfer Center (TC) services: UC/CSU application assistance, personal statement, 4-year college searches, and scholarship applications.</p> <p>The Transfer Center hosted nineteen 4-yr college visits at the Garden Grove Center, Le-Jao Center and Costa Mesa Center.</p> <p>On October 7, 2013, the Transfer Center hosted the Fall Transfer Event at the Newport Beach Center. Thirty-three schools participated (state-national-private schools) and 65 students attended.</p> <p>Academic counseling is available within the Transfer Center. Installed larger computer screens and faster CPUs for students' use. Transfer Center goals and operational needs were reviewed and discussed by various groups including Senior Management, Student Service and Instructional Deans, and advisory/planning committees (Student Success, Program/Department Review). OIR incorporated transfer data in annual and multi-year summary reports about Coastline students. Developed partnerships with 4-year schools, shared data, and transfer targets.</p>
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		Worked with the OIR to develop and deploy student satisfaction survey. Target end of Spring 2014 semester to deploy survey.
Students will demonstrate their level of satisfaction with services provided by the Transfer Center.	<ol style="list-style-type: none"> 1. The Transfer Center will provide professional development and training opportunities for Department staff to keep current on student success, transfer opportunities, transfer requirements, deadlines for UC-CSU and private 4-year schools, and use of technology to provide accurate and current information and services to students. 2. The Transfer Center will review and target local and State conference and meetings and review training and professional development opportunities throughout the academic year. 3. Deploy student satisfaction survey. 	<p>Fall 2013 Survey on Student Learning from Services at Coastline College: 21.3% of students used and were satisfied with Transfer Center services while 4.6% of students used and were not satisfied with services. 37.9% of students heard of, but did not need services and 36.2% never heard of the Transfer Center and did not need services.</p> <p>Counselors and TC coordinator engaged in professional development/training activities to keep current on transfer information from 4-year and State requirements.</p> <p>Participated in State-wide teleconferences and local meetings with regional CCC-Transfer Centers, SCHEC, and ASSIST.ORG State representatives. Attended meetings with Dean of Counseling and Matriculation as advised.</p>

Analysis of Progress on Outcomes

<p>Provide any detail that you feel will help the evaluator to understand your goals and the strategies to achieve those goals.</p> <p>Need to work with College webmaster to review and look at design for the Transfer Center website. Develop online transfer options for distance learning students with a 'virtual transfer site'.</p>

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

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Goal	Complete	Partially Complete	Not Started	Abandoned	Comments
Not Applicable					

Analysis of Progress on 5-year Goals

The Transfer Center will complete a comprehensive report in 2019 for the Program and Department Review Committee.

New Annual Program/Department Goals

Goal	5 yr Goal Addressed	Project Completion Date	Lead Employee	Comments
The Transfer Center will host at least one major transfer event per academic year and invite regionally accredited colleges to participate. Will create effective partnerships with the participating colleges, encourage site and workshop visits, and disseminate information to College discipline chairs and departments.	Ongoing	Oct 2014	John Colson Helen Ward	The Counseling Department and Transfer Center will host its major transfer event in the fall and pilot a mini-transfer fair in spring 2014. Share information from 4-year schools with department chairs.
The Transfer Center will provide information about College majors and certificates, transfer preparation, application timelines, and access to resource materials (ASSIST.ORG)., workshops, activities (tours), and events to support students' transfer goals.	Ongoing	Annual	John Colson Helen Ward	
Increase the number of University Tour opportunities for Coastline students.	Ongoing		Helen Ward	Continue partnerships with GWC and OCC to offer University Tours in the fall and spring semesters. Seek new 4-year schools located within Southern California for one-day trips to UC Riverside, Cal Poly Pomona, Cal Baptist University-San Bernardino.

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Goal	5yr Goal Addressed	Project Completion Date	Lead Employee	Comments
The Transfer Center will work with the STAR academic counselor and academic counselors to provide workshops related to completion-graduation and transfer; i.e., how to successfully transfer, application completion, time management, and how to use Degree Works.		06/30/14-06/30/15	Helen Ward Christy Nguyen Desiree Zuniga	Need to increase percentage of Coastline transfers.
Explore State and Federal grant funding for Coastline students to participate in summer camps and orientations at local 4-year schools.		06/30/15	John Colson Helen Ward	Dialogue with OC community colleges on programs for 2-year students transferring to 4-year schools.

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				
			Personnel				
Review new Transfer and Career software called Journey (Kuder)	2011-2016 Strategic Goal III	Provide Coastline students with a powerful software package that contains various tools such as an e-Portfolio for students to share their achievements and goals, step-by-step guidance to help students to make decisions about their educational future and plan their career, online assessment tools to help	Software	Software can run on existing College platform.		\$1000/yr. to pilot with 400students. Students will have access after graduation with no cost to College.	

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		students gauge their abilities and skills with a 92% validity rate, research majors and schools, graduation rates and majors from colleges and universities nationwide, tools to access online financial aid, grant search database and scholarship databases all in one area, how to prepare a resume, sharpen interview techniques, how to write cover letters and more. Layout of the website is appealing, not overwhelming. Added benefit – once Coastline student accesses site the site will be available to the student for life.					
Publications – printed and e-Publications (not accessed through Coastline Library) and workbooks.	2011-2016 Strategic Goals I, II, VI.	Provide printed and e-Publication access to university catalogs and workshop topics per academic year; such as Time Management, Stress Management, Career resources.	Supplies	Increase the number of and house current printed materials and college catalogs.		\$500.00	
			Technology				
Staff development.		Keep staff informed of updates to the transfer process, policies, and requirements, ways to improve/increase transfer	Training			\$500.00	

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		center services, and options for students by attending State-wide, local and webinars throughout academic yr.					
Banners and publicity for Transfer Fairs.	2011-16 Str-Goals I, II, & IV.	Establish budget for annual Transfer Events	Other	Continue partnership with ASG for 40% of funding for Transfer Events.	1	\$800.00	

*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.