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| (without data) Overview | |
| Date Submitted: | 10/7/2011 |
| Data Download Date: | n/a |
| Program/Department: | Student Services Administrative |
| Campus: | College of Alameda |
| Administrator: | Kerry Compton, Vice-President, Student Services, Alexis Montevirgen, Dean of Students, Toni Cook, EOPS Director |
| Department Chair; Coordinator: | n/a |
| Mission Statement: | Since the founding of the college, the mission of the Student Services Division has aimed to establish and maintain an environment that fosters the intellectual and personal development of students. The Student Services division provides a network of academic support services for all students that facilitate the institution’s progress to ensure access, excellence and success to those students who can benefit from instruction at the post secondary level.    Student Services has the opportunity to create an environment of “community” on the campus that promotes learning and service to others and where a seamless and cooperative co-curricular and extra-curricular relationship supports classroom activities through support services.  The Student Services Division is led by the Vice-President of Student Services who provides the overall coordination and the administration of all units in Student Services. She is assisted by the Director, EOPS and the Dean of enrollment Services (a new position as of 7/1/11), with the successful design, implementation, articulation, and evaluation of programs, services, and personnel of these units:  Admissions and Records (liaison with District)  Articulation  Athletics  Cal WORKS (consolidated with EOPS)  Children's Center (eliminated 8/1/11)  Counseling  Counseling & Guidance discipline  Extended Opportunities Programs and Services (EOPS), CARE, YESS Program  Financial Aid (Student Financial Assistance) (liaison with the District)  Health Services (partial with District)  Student Success Learning Communities  Matriculation - Assessment, Orientation, Counseling/ Advising, Student Follow-up, Outreach and Recruitment  One-Stop Career Center  Outreach and Recruitment (eliminated 7/1/11-under Dean of Enrollment Services)  Programs and Services for Students with Disabilities (DSPS)  DSPS Instructional:  Student Leadership (formerly Student Activities)  Transfer Program (formerly Transfer Center)  Veterans Services  Decisions on the degree of comprehensiveness of services depend on the purposes of the institution, the diversified needs of its students and the communities from which they come, and the funding available. The functions, goals and objectives of each service are consistent with the mission, goals, and strategic objectives of the institution. |

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| Student Data (Include service area data such as the number of students served by the program or service. Include data and recommendations from program review). | | | |
| 1. Enrollment | Fall 2009 | Fall 2010 | Fall 2011 |
|  | 6542 | 6659 | 6379 |
| 1. **Retention** | 67.1% | 67.1% | n/a |
| 1. **Success** | 65.5% | 66.6% | n/a |

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| 1. **Faculty Data** | |
|  | **Fall 2011** |
| Contract FTEF | 13.25 |
| Hourly FTEF | 5.66 |
| Extra Service FTEF | .0 |
| Total FTEF | 18.91 |
| % Contract/Total | 70% |

Faculty:

DSPS Fulltime: Sanchez, Green, Maxwell, Rex, Rowland, Silva. ………………………………..6.6

DSPS Part-time: Robbiano (Fall 2011 only), Fearn, Tappe………………………………………...1.5

EOPS: Shaughnessy………………………………………………………………………………………1.0

EOPS Part-time: West, Carey, Canady……………………………………………………………….1.0

Health: Dudley (on leave to PFT/District 2011-2012) ………………………………………………1.0

Athletics Fulltime: Jordan .35;…………………………………………………………………………..0.35

Athletics part-time: Thompson .16……………………………………………………………………….0.16

Counseling Fulltime: Elaidy, Thompson, Corrales, Virrkila (Articulation/Transfer)……………..4.3

Counseling Part-time: Brooks, Appleby, Cobb, Carmichael…………………………………………1.0

Student Leadership Part-time: Renteria………………………………………………………………….0.5

Learning Communities Counselors Part-time…………………………………………………………1.5

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| Faculty Data Comparables F2011 data not available | | | | |
|  | Alameda | Berkeley | Laney | Merritt |
| Contract FTEF | data | data | data | data |
| Hourly FTEF | data | data | data | data |
| Extra Service FTEF | data | data | data | data |
| Total FTEF | data | data | data | data |
| % Contract/Total | data | data | data | data |

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| 1. **Staff Data** | |
|  | **Fall 2011** |
| Contract FTE | 7. |
| Hourly FTE | 2. |
| Extra Service FTE | n/a |
| Total FTE | data |
| % Contract/Total | 3.5 |

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| 1. **Accomplishments and Goals - Course SLOs and Assessment** | |
| Number of departments in divisions | 13 |
| Number with SLOs | 13 |
| % SLOs/departments | 100% |
| Number with SLOs that have been assessed |  |
| % Assessed/SLOs |  |
| Describe assessment methods you are using | survey |
| Describe results of your SLO assessment progress |  |

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| 1. **Accomplishments and Goals - Program Outcomes and Assessment n/a** | |
| Number of degrees and certificates in your discipline |  |
| Number with Program Learning Outcomes |  |
| Number assessed |  |
| % Assessed |  |
| % Assessed/SLOs |  |
| Describe assessment methods you are using |  |
| Describe results of assessment progress |  |
| 1. **Accomplishments and Goals – Strategic Planning** | |
| Advance Student Access, Success, & Equity | All |
| Engage our Communities & Partners | All |
| Build Programs of Distinction | All |
| Create a Culture of Innovation & Collaboration | All |
| Develop Resources to Advance & Sustain Mission | All |

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| 1. **Accomplishments and Goals – Strategic Plan Relevance** | |
| New Programs Under Development | none |
| Programs Integral to Overall College Strategy | all |
| Programs Essential for Transfer | all |
| Programs that Serve a Community Niche | all |
| Programs where student enrollment or success has been affected by extraordinary external factors, such as barriers due to housing, employment, childcare, etc. | all |

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| 1. **Accomplishments and Goals - CTE, Transfer, Basic Skills** | |
| CTE and Vocational: Community and labor market relevance. Present evidence of community need based on Advisory Committee input, industry need data, McIntyre Environmental Scan, McKinsey Economic Report, licensure and job placement rates, etc. | McIntyre Environmental Scan: Student services can significantly contribute to overall enrollment management. |
| Transfer and Basic Skills: Describe how course offerings address transfer, basic skills, and program completion | McIntyre Environmental Scan: Student services can significantly contribute to overall enrollment management.  Basic Skills Learning communities have higher persistence and retention. |

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| 1. **Action Plans and data sources (indicate which data sources used)** | | |
| Describe action plans for responding to the above data. Consider curriculum, pedagogy/instructional, scheduling, and marketing strategies. Also, please reference any cross district collaboration with the same discipline at other Peralta colleges. | | Support the continuing implementation of the PASSPORT Student Administration system.  Student Services will support College of Alameda’s enrollment goal for the 2012-2013 Academic Year.  COA will increase the numbers of EOPS students up to the state cap  Increase the effectiveness of partnerships with Alameda County WIB, the Social Services Agency, and AUSD and OUSD.  Provide staff development to all units in order to develop a model of service delivery that is student centered and customer focused.  Continue evaluation as an integral part of program planning and implementation.  Implement program initiatives that reflect maximal utilization of limited human and fiscal resources.  Continue to work with the Office of Instruction on the enrollment management plan (Student Success Initiative, Basic skills Initiative and Student Equity Plan) to ensure recruitment and retention of students.  Continue to work with the new Institutional Effectivensss committee to engage in continuous assessment of the college. |
| Data Source – Assessment Findings | |  |
| Data Source – BI Data | |  |
| Data Source – Institutional Goals | | x |
| Other Data Sources | |  |
| 1. **Needs and data sources (indicate which data sources used)**   **Please prioritize in each category, with highest priority first.** | | | |
| Please describe any **equipment, material and supply** needs. | Funds for events and college marketing materials | | |
| Please describe any **faculty/classified/student assistant** needs. | 1. FTE Staff Assistant for Dean of Enrollment Services 2. FTE Generalist for Welcome Center 3. Outreach Specialist   Student Ambassadors for Outreach, Welcome Center: $100,000 | | |
| Please describe any **facilities** needs. | Airconditioning system for A building | | |
| Please describe any **technology** needs. | Replacement computers for Welcome Center (35)  High capacity network printer for WC  Student “smart card swipe system”  ADA requirements: 30 sets of accessible furniture @$300/set (est.) | | |
| Data Source – Assessment Findings | x | | |
| Data Source – BI Data | x | | |
| Data Source – Institutional Goals | x | | |
| Other Data Sources | AACJC Standard IIb | | |