

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: ATHLETICS

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective  | Planned Activities                                   | Individual Responsible          | Start Dates  | End Dates |
|------|--|--|---------------------------------|--------------|-----------|
| 1    | Hire Full-time coaches   | Continued conversation with V.P. of Student Services | Henry Washington & Jose Robledo | January 2007 | OPEN      |
| 2    | Hire or assign a Full-time Athletic Counselor                                    | Continued conversation with V.P. of Student Services | Henry Washington & Jose Robledo | January 2007 | OPEN      |
| 3    | Hire or assign a Full-time Athletic Counselor to only work with student-athletes | Continued conversation with V.P. of Student Services | Henry Washington & Jose Robledo | January 2007 | OPEN      |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: Admissions and Records

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective  | Planned Activities  | Individual Responsible  | Start Dates  | End Dates |
|------|--|---|---|--------------|-----------|
| 1    | To hire a fulltime A &R Director.<br>To hire two A&R assistants.   | Clearly define and articulate the need for an A & R Director and present it to senior staff.<br>Clearly define and articulate the need for additional A & R staff and present it to senior staff.   | Dean ,<br>Student Services<br>VP, Student Services                                      | July 2008    | June 2009 |
| 2    | Provide SLO training for all A&R staff   | Meet with campus SLO coordinator to schedule SLO workshop for A&R staff<br>Conduct SLO workshop<br>Dedicate a staff meeting(s) to the development of two additional A&R SLO's.  | Supervisor<br>Dean,<br>Student Services   | January 2009 |           |
| 3    | Develop a mechanism to efficiently track the demographic information of the student that seek in person services in the A&R office                                 | 1. Contact other campuses to learn of current practices for tracking such information.<br>2. Meet with LASC staff and administration to determine what is feasible for LASC.<br>3. Purchase software or implement procedures for tracking such information.   | Supervisor<br>Dean,<br>Student Services   | Fall 2008    |           |
| 4    | To develop a streamline process for processing K12 forms and making sure the correct Information is obtained from the partner high schools and community agencies. | 1. Develop a training module for all partner school staff to follow<br>2. Plan yearly/semesterly in-person training for all lead staff from partner high schools.<br>3. Hold a semesterly meeting for all campus staff involved in setting up off-campus classes.<br>4. Dedicate an A&R staff person to be the head the high school application effort. | Supervisor<br>Dean,<br>Student Services<br>VP Student Service<br>VP<br>Academic Affairs | Spring 2008  |           |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: L.A.S.C. Bookstore

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective                                     | Planned Activities   | Individual Responsible           | Start Dates | End Dates  |
|------|---|--|----------------------------------|-------------|------------|
| 1    | Increase sales by 10%<br><br>Add new products | Promote products.<br>Improve store layout<br><br>Improve internet sales<br><br>Increase communications | Wendall Hubbard<br>Bridget Perez | 7/1/08      | continuous |
| 2    | Evaluate Products                             | Review Inventory<br><br>Survey customers   | Wendall Hubbard<br>Bridget Perez | 7/1/08      | continuous |
| 3    | Improve Operations                            | Physical Inventories<br><br>Earlier returns<br><br>Improve hours                                       | Wendall Hubbard<br>Bridget Perez | 7/1/08      | continuous |
| 4    | Improve Security                              | More cameras<br><br>Improve store layout   | Wendall Hubbard<br>Bridget Perez | 7/1/08      | continuous |

**Los Angeles Southwest College  
Non-Instruction Program Review  
2008-2009**

Department/Unit: Bridges to Success Center

**Module Seven: 2008-2009 Objectives**

Rank and list all objectives which have been developed in this program review.

| Rank | Objective  | Planned Activities   | Individual Responsible | Start Dates | End Dates   |
|------|--|--|------------------------|-------------|-------------|
| 1    | Establish resource to establish program technician position and upgrade program technician to specialist | Investigate funding resources including institutionalizing the Bridges to Success staff. | M. Ruane               | Fall 2008   | Spring 2009 |
| 2    | Secure dedicated space for ESL computer lab  | Participate in planning of space in new Student Services Education Center                | M. Ruane               | Fall 2008   | Spring 2009 |
| 3    | Develop 1 more SLO for Bridges to Success Center   | Staff will collaborate and refer to SLO chair for comment and refinement                 | M. Ruane               | Summer 2008 | Fall 2008   |
| 4    | Update and print for the Bridges to Success Center brochures to market programs and college              | Update information from original brochure (last printed 2005) and have printed           | M. Ruane               | Fall 2008   | Spring 2009 |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: Business Office

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective   | Planned Activities   | Individual Responsible  | Start Dates | End Dates |
|------|---|--|---|-------------|-----------|
| 1    | To obtain equipment to improve efficiency and add personnel to better serve students.                       | Purchase equipment (credit card and check machines) to accommodate more than one window serving these needs.<br>Hire seasonal staff for rush period.<br>Cross training with other Admin Services departments for assistance during peak periods. | Supervisor and Accounting Technicians.                                | 07/01/08    | 06/30/09  |
| 2    | Reduce the time spent waiting in lines that will improve services to students.                              | Open four counters during the rush period.<br>Employing "Three is a crowd" policy after the rush.<br>Weekly recap with the staff each Friday after 1:00 pm and discussion regarding problems encountered for the whole week and find a solution. | Rey Escriba<br>Albert Leynes<br>Thelma Lenora<br>Elizabeth<br>Desylva | 07/01/08    | 06/30/09  |
| 3    | To inform students of automated processes and the benefit of not having to wait in line and the efficiency. | Develop a campaign to inform students of the automated process.<br>Have signs up about how to save time from waiting in line.  | Business Office<br>Supervisor   | 07/01/08    | 06/30/09  |
|      |   |  |   |             |           |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: California High School Exit Exam (CAHSEE) Program

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective  | Planned Activities  | Individual Responsible                    | Start Dates | End Dates |
|------|--|---|---|-------------|-----------|
| 1    | Continue to increase the number of student enrolling in the CAHSEE Program.  | Recruit and market program<br>Offer classes during the week and on weekends | Amanuel Gebru                             | 9/ 08       | 6/09      |
| 2    | Provide intensive education for those students who have met all high school graduation requirements but have not passed the CAHSEE   | Meet with each student to assess academic need                              | Amanuel Gebru                             | 9/08        | 6/09      |
| 3    | Assess all program participants and identify students who have not completed credit requirements for high school graduation. CAHSEE students will be taking courses at LASC to fulfill credit requirements. The CAHSEE Director will evaluate students' academic plan and ensure they will take appropriate courses at LASC. | Refer students to CAWE for assessment                                       | Amanuel Gebru, CAWE staff and instructors | 9/ 08       | 6/09      |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: CalWORKs /GAIN

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective                                       | Planned Activities                                     | Individual Responsible                         | Start Dates | End Dates |
|------|---|--|--|-------------|-----------|
| 1    | Increase number of TANF students                | Increase marketing strategies                          | Phyllis K. Norwood/Ronald Haynes               | 7/08        | 6/09      |
| 2    | Improve Basic Skills and Job Readiness Offering | More training for personnel<br>More intensive programs | Ron Haynes<br>Lina Campos<br>Amobi Chukumerije | 9/08        | 6/09      |
| 3    | Highly intensified marketing campaign           | Brochures<br>Newsletters<br>Posters                    | Roxanne Williams<br>Blanca Barajas             | 7/08        | 6/09      |
|      |   |  |  |             |           |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: Career Services Center

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective  | Planned Activities   | Individual Responsible                          | Start Dates | End Dates |
|------|--|--|---|-------------|-----------|
| 1    | Research and increase funding sources to the Center  | <ol style="list-style-type: none"> <li>1. Request a commitment from the partner companies and organizations</li> <li>2. Research additional funding sources that will support the Center and/or increase services.</li> </ol>        | Dean Norwood and Dean Bugg, Shirley Lockridge   | Spring 09   | Winter 10 |
| 2    | To provide information of services available to students in order to increase retention. (e.g., employment and training opportunities)   | <ol style="list-style-type: none"> <li>1. Update referral list of resources in the community and on campus for distribution to students.</li> <li>2. Provide series of job fairs and workshops (based on survey results).</li> </ol> | Dean Bugg, /Dean Norwood, Shirley Lockridge     | Spring 09   | Fall 09   |
| 3    | Provide support for the increase of Hispanic students.<br><br>Request funding to have flyers and <b>materials</b> that will support the increase of Hispanic students visiting the Center for jobs | <ol style="list-style-type: none"> <li>1. Providing bilingual office support and materials</li> <li>2. Provide bilingual workshops and forms to students.</li> </ol>   | Shirley Lockridge<br>Dean Norwood and Dean Bugg | Spring 09   | Winter 10 |
|      |  |  |   |             |           |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: Child Development Center

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective  | Planned Activities  | Individual Responsible   | Start Dates | End Dates |
|------|--|---|--|-------------|-----------|
| 1    | Research and increase funding sources to the CDC.  | <ol style="list-style-type: none"> <li>3. Request a commitment from the college for a yearly interfund transfer to fund certificated salaries not met by fund 70007.</li> <li>4. Research additional funding sources that will support the CDC and/ or increase services.</li> <li>5. Request additional CalWORKs child care funds and State Preschool dollars</li> </ol>   | Dean Bugg,<br>Kathi Cliff  | Spring 09   | Winter 10 |
| 2    | To provide information of services available to student/parents in order to increase retention. (e.g., employment and training opportunities, parenting classes, health care)  | <ol style="list-style-type: none"> <li>3. Update referral list of resources in the community and on campus for distribution to student/parents.</li> <li>4. Provide series of Parent Education workshops (based on survey results). <ul style="list-style-type: none"> <li>• Monthly 2-3 hour workshops</li> <li>• Utilize CDC/Ch Dev dept faculty as presenters</li> </ul> </li> <li>5. Increase opportunity for one on one parent sessions focusing on parent issues/concerns (CDC faculty).</li> </ol> | Norris Miller/<br>Kathi Cliff and<br>CDC faculty                   | Spring 09   | Fall 09   |
| 3    | Although overall enrollment has dropped the percentage of Hispanic parents utilizing the center requires <i>continued bilingual support materials</i> and the increase in male student/parents require <i>establishing support services for males.</i> | <ol style="list-style-type: none"> <li>3. Provide parenting classes and information for male single parents.</li> <li>4. Continue providing bilingual office signage</li> <li>5. Continue providing bilingual classroom signage</li> <li>6. Continue providing bilingual forms.</li> </ol>  | Norris Miller,<br>Karen Cifuentes,<br>Kathi Cliff, CDC<br>faculty. | Spring 09   | Winter 10 |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: Community Services

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective   | Planned Activities  | Individual Responsible | Start Dates | End Dates    |
|------|---|---|------------------------|-------------|--------------|
| 1    | Increase enrollment and visibility on- and off-campus   | Offer five new classes and produce a Community Services brochure to highlight all classes for up coming year. | Joni Collins           | March 2009  | January 2010 |
| 2    | To increase overall numbers of Latinos in our extended college programs to better reflect the resident population.        | Offer classes in the community and in Spanish   | Joni Collins           | April 2009  | January 2010 |
| 3    | To employ a sufficient amount of workers comparable to the needs of the programs housed by the community services office. | Request two additional student workers from Financial Aids department.<br>Hire a SFP Specialist.              | Joni Collins           | June 2009   | October 2009 |

# Los Angeles Southwest College

## Non-Instruction Program Review

2008-09

Department/Unit:     **Counseling**    

### Module Seven: Program Review Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective   | Planned Activities   | Individual Responsible                       | Start Dates      | End Dates |
|------|---|--|--|------------------|-----------|
| 1    | To serve as many students as potentially possible with quality counseling service.                    | Hire 2 additional full-time counselors along with adequate hourly budget as well as hire two additional student workers.<br>2007-2008: 14,000 contacts to<br>2008-2009: 15,000 contacts  | Chair,<br>Dean,<br>VP<br>Student<br>Services | July<br>2008     | Ongoing   |
| 2    | To decrease the number of students on academic and progress probation, along with academic dismissal. | 1. Increase class visits by Counselors.<br>2. Initiate a Counselor Awareness Day Event.<br>3. Hire 2 additional full-time counselors along with adequate hourly budget as well as hire two additional student workers.<br>3. Implementing a new early alert intervention tutorial component (ASAP Program).<br>4. Work more closely with Matriculation on improving early alert and improving information given at original orientation session. | Chair,<br>Assessment<br>Coordinator,<br>Dean | July<br>2008     | Ongoing   |
| 3    | To increase the number of students who participate in orientation sessions and workshops.             | 1. Freshman experience program which includes orientation and an accelerated Personal Development class.<br><br>2. Use of multiple ways to be orientated. In-person orientation and online orientation plus the coordination of ongoing counseling orientation sessions throughout the semester.   | Chair,<br>Assessment<br>Coordinator,<br>Dean | February<br>2009 | Ongoing   |

|   |   |  |       |           |         |
|---|---|--|-------|-----------|---------|
| 4 | Be more responsive to the needs of changing ethnicity of the college. | <ol style="list-style-type: none"> <li>1. Increase bilingual staff</li> <li>2. Print handout materials in Spanish</li> <li>3. Conduct more campus in-reach to advertise counseling services</li> </ol> | Chair | July 2008 | Ongoing |
|---|---|--|-------|-----------|---------|

## Los Angeles Southwest College

### Non-Instruction Program Review

### 2008-2009

Department/Unit: Center for Retention and Transfer (CRT)/TRIO

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective   | Planned Activities   | Individual Responsible  | Start Dates | End Dates |
|------|---|--|---|-------------|-----------|
| 1    | Increase the number of underrepresented, transfer-prepared students by 50% per year.  | <ul style="list-style-type: none"> <li>-Conduct classroom presentations throughout the academic year about the program services and review eligibility criteria</li> <li>-Coordinate with faculty members for student referrals</li> <li>-Collaborate with TRIO programs to identify eligible participants at end of each academic year</li> </ul>               | CRT Staff;<br>Dean of TRIO;<br>Dept. Chairs;<br>Faculty   | 7/1/08      | 6/30/09   |
| 2    | Develop a comprehensive Transfer Reference Guide to be utilized by all students to assist in their transition to a four-year institution by the fall of 2009. | <ul style="list-style-type: none"> <li>-Collaborate with student services departments, the articulation officer, and university representatives</li> <li>-Update and finalize the current draft by the end of the spring 2009 semester</li> <li>-Implement a final version to be linked to program webpage before the start of the fall 2009 semester</li> </ul> | CRT Staff;<br>Dean of TRIO;<br>Student Services staff members;<br>4-year university representatives | 7/1/08      | 6/30/09   |

|   |  |  |                           |        |         |
|---|--|--|---------------------------|--------|---------|
| 3 | Present an outline for a one to three unit course to the Curriculum Committee to be offered for transfer credit beginning fall 2009. | -Work with faculty and staff to develop a course outline<br>- Meet regularly throughout the academic year to review the curriculum and make any necessary changes<br>- Submit a final version before the start of the fall 2009 semester | CRT Staff<br>Dean of TRIO | 7/1/08 | 6/30/09 |
|---|--|--|---------------------------|--------|---------|

## Los Angeles Southwest College Non-Instruction Program Review 2008-2009

Department/Unit: Disabled Students Programs & Services

### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective   | Planned Activities   | Individual Responsible | Start Dates   | End Dates     |
|------|---|--|------------------------|---------------|---------------|
| 1    | Hire a part-time learning disability specialist/instructor                | Examine budget allocation for 2008-2009. If budget has increased, advertise and hire for the position. | DSPS Coordinator       | February 2009 | June 2009     |
| 2    | Increase enrollment of students in Disabled Students Programs & Services. | Collaborate with Outreach and Recruitment into feeder high schools                                     | DSPS Staff             | July 1, 2008  | June 30, 2009 |

|   |                                       |   |            |              |               |
|---|---------------------------------------|---|------------|--------------|---------------|
| 3 | Increase male enrollment in the DSPS. | <ol style="list-style-type: none"> <li>1. Collaborate with Outreach and Recruitment by going to the feeder high schools.</li> <li>2. Collaborating with Department of Rehabilitation</li> </ol> | DSPS Staff | July 1, 2008 | June 30, 2009 |
|---|---------------------------------------|---|------------|--------------|---------------|

## Los Angeles Southwest College Non-Instruction Program Review 2008-2009

Department/Unit: Educational Talent Search

### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective  | Planned Activities  | Individual Responsible                               | Start Dates | End Dates   |
|------|--|---|--|-------------|-------------|
| 1    | Student Financial Aid: 90% of "college ready" Educational Talent Search seniors will apply for financial aid during the 2008-2009 budget period. | <ul style="list-style-type: none"> <li>• FAFSA and scholarship application assistance will be provided during fall and spring semesters;</li> <li>• Coordinate with Southwest Financial Aid office to implement workshops for students and families in January of 2009;</li> <li>• Collect and record all financial aid data in participant files.</li> </ul> | ETS Staff<br>Dean<br>School staff<br>Southwest staff | Sept 2008   | August 2009 |

|   |  |  |  |           |             |
|---|--|--|--|-----------|-------------|
| 2 | Post secondary Admissions/Preparation: 90% of "college ready" Educational Talent Search seniors will apply for post secondary admissions during the 2009-2010 budget period. | <ul style="list-style-type: none"> <li>• Activities and services that promote college readiness and preparation will be implemented during academic year and summer.</li> <li>• College and university tours and presentations will be offered during spring break and summer;</li> <li>• Individual college application assistance will be provided to each participant;</li> <li>• Tutorial component;</li> <li>• CAHSEE workshops and preparation courses will be offered during weekend sessions;</li> <li>• SAT prep. courses will be offered during weekend sessions; and</li> <li>• Students attending Southwest will be referred to EOPS and CRT by June of each year</li> </ul> | ETS Staff<br>Dean<br>School staff<br>Tutors<br>CRT<br>EOPS | Sept 2008 | August 2009 |
| 3 | Post secondary Enrollment: 85% of "college ready" Educational Talent Search seniors will enroll in a program of post secondary education during the 2009-2010 and 2010-11    | <ul style="list-style-type: none"> <li>• Collect student documentation in program files to verify submission of college applications;</li> <li>• Collect student financial aid documentation in participant files to verify submission of financial aid;</li> <li>• Implement individual and group advisement sessions at target schools in Oct-April of each year;</li> <li>• Track graduates using National Student Clearinghouse to verify if they enrolled in post secondary, results placed in participant's files and database.</li> </ul>   | ETS Staff<br>Dean<br>School Personnel                      | Sept 2008 | August 2009 |

## Los Angeles Southwest College Non-Instruction Program Review 2008-2009

Department/Unit: EOPS/CARE

### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective | Planned Activities | Individual Responsible | Start Dates | End Dates |
|------|-----------|--------------------|------------------------|-------------|-----------|
|------|-----------|--------------------|------------------------|-------------|-----------|

|   |  |   |                  |        |         |
|---|--|---|------------------|--------|---------|
| 1 | Hire a Full-time counselor                           | Speak with the Dean Research and data that supports the need for students   | Igor Daza        | 7/1/08 | 6/30/09 |
| 2 | Expand the retention programs for EOPS/CARE students | Counseling and staff will meet to develop a retention program for EOPS/CARE students<br>One of the programs will address students that are on academic and progress probation   | Counseling Staff | 7/1/08 | 6/30/09 |
| 3 | Database Developer                                   | To develop a database in order to go paperless and be able to eliminate files and to be to record all of the counseling notes from a personal desktop   | Counseling staff | 7/1/08 | 6/30/09 |
| 4 | Tutoring   | In order to be able to make sure that our students are receiving "above and beyond" services over the general population, EOPS/CARE will need to have more tutors. EOPS/CARE tutors will only assist EOPS/CARE students to ensure academic success. | Counseling staff | 7/1/08 | 6/30/09 |

## Los Angeles Southwest College Non-Instruction Program Review 2008-2009

Department/Unit: Facilities Maintenance & Operations

### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective | Planned Activities | Individual Responsible | Start Dates | End Dates |
|------|-----------|--------------------|------------------------|-------------|-----------|
|------|-----------|--------------------|------------------------|-------------|-----------|

|   |   |   |  |      |            |
|---|---|---|--|------|------------|
| 1 | To provide quality services for increased space.<br>Improve service efficiency. | Utilized new technologies and methods to improve efficiencies on bulk tasks to create opportunities for improved classroom service. | Facilities Director and B-Shift Supervisor           | 7/08 | Continuous |
| 2 | Improve staffs and staff utilization  | Improve scheduling of staff<br>Review organization structures. Develop productivity measures for review.                            | Facilities Director<br>General Foreman<br>Supervisor | 7/08 | Continuous |
|   |   |   |  |      |            |
|   |   |   |  |      |            |

## Los Angeles Southwest College Non-Instruction Program Review 2008-2009

Department/Unit: FINANCIAL AID OFFICE

### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective | Planned Activities | Individual Responsible | Start Dates | End Dates |
|------|-----------|--------------------|------------------------|-------------|-----------|
|------|-----------|--------------------|------------------------|-------------|-----------|

|   |   |   |   |             |            |
|---|---|---|---|-------------|------------|
| 1 | To implement mandatory FA workshops.  | Schedule weekly orientations to inform <ul style="list-style-type: none"> <li>• Student of their responsibly in obtaining and remaining eligible for aid</li> <li>• Discuss Satisfactory Academic Progress</li> <li>• R2T4/Overpayments</li> </ul>  | FA supervisor, Dean, Vice President- Student Services | Summer 2007 | 06/30/2008 |
| 2 | Develop a mechanism to track the Demographics of Financial Aid Students   | Meet with Institution's and District Researchers to assist the Financial Aid Office in developing a measure of determining the Demographic Statistics for Financial Aid students  | Manager, Supervisor and Dean of Student Services      | Summer 2007 | 06/30/2008 |
| 3 | To develop and maintain an ambitious schedule of in-reach and outreach to inform students about the financial aid process | Conduct classroom presentations more often.<br>Conduct during the first two weeks of the semester and then monthly with faculty' permission<br>Distribute F.A. Flyers and Brochures<br>Outreach Activities<br>Set up in-reach tables on campus<br>Set-up table in Palm Court<br>Participate in community events to showcase financial aid | FA Supervisor, FA staff                               | Fall 2008   | 06/30/2009 |
|   |   |   |   |             |            |

## Los Angeles Southwest College Non-Instruction Program Review 2008-2009

Department/Unit: INFORMATION TECHNOLOGY

### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective  | Planned Activities  | Individual Responsible      | Start Dates | End Dates |
|------|--|---|-----------------------------|-------------|-----------|
| 1    | To offer a comprehensive program of student support services for the convenience of students | <ul style="list-style-type: none"> <li>• Provide on-line instructions for most commonly used applications</li> <li>• Provide help-desk support</li> <li>• Provide self-service kiosks</li> </ul>  | Manager, CIS,<br>I.T. Staff | 08/01/08    | 7/30/09   |
| 2    | Develop an Intern program to provide students an 'on the job' experience                     | <p>Work with senior administrators to start an Intern program.</p> <p>Explore and deploy solutions that would inhibit students internet surfing that is not appropriate for lab environment.</p>  | Manager, CIS                | 08/01/08    | 7/30/09   |
| 3    | Expand technology in classrooms  | <p>Provide reliable and uninterrupted technical services to students, faculty, support staff, and administrators to support academic computing, Wireless and multimedia equipment</p> <p>Constantly upgrading knowledge level of I.T. staff</p> | Manager, CIS<br>I.T. Staff  | 08/01/08    | 7/30/09   |
| 4    | Enhance user skills  | Continually offer training to the faculty and staff on the new technologies   | Manager, CIS<br>I.T. Staff  | 08/01/08    | 7/30/09   |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: Learning Assistance Department

#### Module Six: Program Review Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective   | Planned Activities  | Individual Responsible | Start Dates | End Dates   |
|------|---|---|------------------------|-------------|-------------|
| 1    | To enhance tutoring sessions with current study guides, mid-term and final prep sessions, center syllabi and handouts by creating cohesive instructor led and center-driven partnerships with 30% of the departments on campus participating. | <ol style="list-style-type: none"> <li>1. Develop study guide for students by following class syllabi of instructors.</li> <li>2. Meet with departments to apprise of new services and technology; discuss their needs and assist them in areas of remediation.</li> <li>3. Create a Center Syllabus and Schedule for the Developmental Communications labs. (Fall 2008)</li> <li>4. Become the faculty advisor over the Student Feedback Council to meet the needs of students for the discipline of Developmental Communications and the Center labs. (Spring 2009)</li> </ol>  | Director               | Fall 2008   | Spring 2009 |
| 2    | Enhance student (customer) service in the LASC by developing an efficient student feedback loop which tracks students' needs and desires thus allowing the LASC to adjust quickly to meet the needs of students.                              | <ol style="list-style-type: none"> <li>1. Re-staff the Learning Assistance Success Center and mandate attendance to customer service training sessions.</li> <li>2. All tutors must take Educ 6 or another comparable tutoring course.</li> <li>3. Create an environment conducive to a Learning Assistance Success Center by strategically designing the layout to maximize student learning and at the same time maximizing staffing efficiency. This is to be done in preparation of the move to the Student Service Building in Fall 2009.</li> <li>4. Address the needs of students with the creation of a student-driven feedback council.</li> </ol> | Director/Chair         | Spring 2009 | June 2009   |
|      |   |   |                        |             |             |
|      |   |   |                        |             |             |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: Library

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective  | Planned Activities   | Individual Responsible  | Start Dates               | End Dates  |
|------|--|--|---|---------------------------|--|
| 1    | Hire 2.0 Librarians<br>1.0 Full Time Instruction Information Competency Librarian,<br>1.0 Full-time Technology/Archival Librarian                      | Submit Applications to Hiring Committee  | Library Chair and Faculty Hiring Committee and College President.                               | Expected date Spring 2009 | Expected date Fall 2009<br>(Currently hiring freeze)   |
| 2    | Purchase print and online books and periodicals databases to bring library collections to a level that is current and curriculum related.<br>See SLO 2 | Participate in the college budgetary process and grant-writing process to secure funding.                        | Library Chair, Librarians, College Budget Committee, College President, and grant institutions. | Expected date Spring 2009 | Expected date Spring 2009<br>(Currently hiring freeze) |
| 3    | Technological Equipment and space  | Participate in the college budgetary process and grant-writing process to secure funding.                        | Library Chair, Librarians, College Budget Committee, College President, and grant institutions. | Expected date Spring 2009 | Expected date Spring 2009<br>(Currently hiring freeze) |
| 4    | Hire one or more each: student worker for day and evening shift.   | Participate in the college budgetary process and grant-writing process to secure funding and advocate for space. | Library Chair, Librarians, College Budget Committee, College President, and grant institutions. | Expected date Spring 2009 | Expected date Spring 2009<br>(Currently hiring freeze) |
|      |  |  |   |                           |  |
|      |  |  |   |                           |  |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: Office of Outreach and Recruitment

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective                    | Planned Activities | Individual Responsible | Start Dates  | End Dates   |
|------|------------------------------|--------------------|------------------------|--|-------------|
| 1.   | Additional Staff             |                    | 4                      | One full-time recruiter and 2 part-time program assistants.      | \$70,000.00 |
| 2.   | Banners and Marketing Boards |                    | 2                      | To enhance visibility at outreach events.                        | \$2500.00   |
| 3.   | Dollies                      |                    | 3                      | To transport materials to and from the college to the community. | \$450.00    |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: Learning Assistance Department

#### Module Six: Program Review Objectives

Rank and list all objectives which have been developed in this program review.

| Rank     | Objective   | Planned Activities  | Individual Responsible | Start Dates | End Dates   |
|----------|---|---|------------------------|-------------|-------------|
| <b>1</b> | To enhance tutoring sessions with current study guides, mid-term and final prep sessions, center syllabi and handouts by creating cohesive instructor led and center-driven partnerships with 30% of the departments on campus participating. | <ol style="list-style-type: none"> <li>5. Develop study guide for students by following class syllabi of instructors.</li> <li>6. Meet with departments to apprise of new services and technology; discuss their needs and assist them in areas of remediation.</li> <li>7. Create a Center Syllabus and Schedule for the Developmental Communications labs. (Fall 2008)</li> <li>8. Become the faculty advisor over the Student Feedback Council to meet the needs of students for the discipline of Developmental Communications and the Center labs. (Spring 2009)</li> </ol>  | Director               | Fall 2008   | Spring 2009 |
| <b>2</b> | Enhance student (customer) service in the LASC by developing an efficient student feedback loop which tracks students' needs and desires thus allowing the LASC to adjust quickly to meet the needs of students.                              | <ol style="list-style-type: none"> <li>5. Re-staff the Learning Assistance Success Center and mandate attendance to customer service training sessions.</li> <li>6. All tutors must take Educ 6 or another comparable tutoring course.</li> <li>7. Create an environment conducive to a Learning Assistance Success Center by strategically designing the layout to maximize student learning and at the same time maximizing staffing efficiency. This is to be done in preparation of the move to the Student Service Building in Fall 2009.</li> <li>8. Address the needs of students with the creation of a student-driven feedback council.</li> </ol> | Director/Chair         | Spring 2009 | June 2009   |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: Payroll and Personnel

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective   | Planned Activities  | Individual Responsible   | Start Dates | End Dates  |
|------|---|---|--|-------------|------------|
| 1    | Continue to Improve upon the quality of service provided to the staff and students.                   | <p>Continue to address employee payroll and personnel issues as they arise.</p> <p>Provide training to campus PCR, PCS, and SAP users</p> <p>Provide training to user on the electronic timekeeping system when implemented</p> | <p>Lynn Bebelle<br/>Lorraine Bell<br/>Edward Francis<br/>Dianne McKinney</p> | 7/1/08      | Continuous |
| 2    | Address issues in the district office audit findings regarding the payroll and personnel departments. | <p>Implement processes to address payroll and personnel concerns pointed out in the district audit findings.</p>  | <p>Lynn Bebelle<br/>Lorraine Bell<br/>Edward Francis<br/>Dianne McKinney</p> | 7/1/08      | Continuous |
|      |   |   |  |             |            |
|      |   |   |  |             |            |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: Procurement

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective   | Planned Activities   | Individual Responsible | Start Dates | End Dates |
|------|---|--|------------------------|-------------|-----------|
| 1    | Payment processing upon invoice and goods receipt | Daily invoice processing and feedback to Receiving and other users   | Carolyn Hamlet-Licea   | 7/08        | Ongoing   |
| 2    | 24 hour call back to vendors and users            | 24 hour customer response  | Carolyn Hamlet-Licea   | 7/08        | Ongoing   |
| 3    | Resume Weekly Reports                             | Report weekly production related to number of PO's processed, number of invoices received and number of customer inquires/issues | Carolyn Hamlet-Licea   | 07/08       | Ongoing   |
|      |   |  |                        |             |           |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: Reprographic Services Department

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective  | Planned Activities   | Individual Responsible          | Start Dates | End Dates |
|------|--|--|---------------------------------|-------------|-----------|
| 1    | Evaluate and develop potential alternative staffing modes. | Review work flow. Review position descriptions. Develop staffing options. Explore combinations and/or consolidations with other units. | Reginald McCoy and Rene Marquez | 7/1/08      | 6/30/09   |
| 2    | Review department performance and develop future goals.    | Customer surveys. Staff and faculty feedback. Review results.  | Reginald McCoy and Rene Marquez | 7/1/08      | 6/30/09   |
|      |  |  |                                 |             |           |
|      |  |  |                                 |             |           |

# Los Angeles Southwest College

## Non-Instruction Program Review

### 2008-2009

Department/Unit: Upward Bound Program

#### Module Seven: 2008-2009 Objectives

Rank and list all objectives which have been developed in this program review.

| Rank | Objective  | Planned Activities   | Individual Responsible | Start Dates                       | End Dates           |
|------|--|--|------------------------|-----------------------------------|---------------------|
| 5    | Student Satisfaction:<br>Program evaluations to ascertain student satisfaction, viability and effectiveness of | Student and parent focus groups; surveys.  | Coordinator            | Beginning of academic year        | On going            |
| 6    | Gender Disparity:<br>Increase male participation by 10% in next program year.                                  | Traditional outreach activities (i.e. back to school nights, college fairs, PTA meetings, etc) at target schools throughout the year to introduce and market the program to high school administrators, faculty, | Coordinator            | 3 <sup>rd</sup> Week of September | Last week of August |
| 7    | Student Learning Outcomes:<br>SLO training will be provided to all Upward Bound staff members.                 | Workshops will be conducted during orientation week of the Upward Bound summer enrichment program.   | Coordinator            | June 15, 2010                     | June 19, 2010       |