



VP of Student Services / Matriculation

Student Services

Vision/Narrative

The Student Services division is committed to providing services focused on the whole student, creating pathways leading to access, retention, and success. Understanding that the goals of the Equity and Student Success and Support Program initiatives are campus-wide, the office of the Vice President supports opportunities for collaboration and shared vision across student services and Instruction to meet state mandates, improve student outcomes, and address the unique needs of the Gavilan student population. Ultimately this discussion and more cohesive approach to serving students will lead to improved services, increased completion and success rates, and successful collaboration and innovation.

Feedback from Supervisor / Dean



Program Objective 1: To better document and create a seamless and integrated process for handling reported incidents, create a position to support Instruction, Security, HR and Student Services using Maxient.

Strategy and Goal(s):

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.

Goal #1: Increase the student success, completion, and transfer rates using reasonable benchmarks specified by the College.

IEC Program Review:

No: This is a new need based on increasing mandates, regulations, and other requirements related to student conduct, mental health, security, etc. We need greater coordination between different reporting areas and compliance metrics.

Progress:

Closed: RESUBMITTED: See Academic Year 2018-19 Program Plan

Activity 1: New position to be shared with HR, Student Services, and Security.

Personnel Request

Job Classification	Quantity	FTE	Amount (\$)	Fund Source / Type
Classified	1	50%	\$ 25000.00	General Fund / On-Going

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		
President's Council		



Program Objective 2: To increase service effectiveness, develop a schedule of staff/faculty professional development opportunities across Student Services.

Strategy and Goal(s):

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.

Goal #1: Increase the student success, completion, and transfer rates using reasonable benchmarks specified by the College.

Strategy #4: Recruit and develop staff to foster success for our diverse students in their attainment of educational and/or career goals.

Goal #1: Create a staffing plan to better meet student needs after assessing staffing gaps in all departments.

IEC Program Review:

No: Determining training needs and offering professional development opportunities across departments, will improve services as more counselors are hired outside of Student Services, and as the trend is to become more integrated overall.

Progress:

No- None -

Activity 1: Training sessions

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: Topical speakers

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: Intradepartmental Conference opportunities leading to improved training and breadth of experience.

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		



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Academic Year 2017-18

Vice-President		
Budget Committee		
President's Council		



Program Objective 3: Maintain facilities to ensure updated, professional learning and service environments.

Strategy and Goal(s):

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.

Goal #1: Increase the student success, completion, and transfer rates using reasonable benchmarks specified by the College.

IEC Program Review:

No: This should actually not be a part of IEC, but included in Facilities planning.

Progress:

No- None -

Activity 1: In conjunction with Facilities Master Plan, create Student Services facilities' needs assessment.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: Explore options for Sparkpoint model, and other Student-focused spaces for meeting non-Instructional Student Life and ancillary support needs.

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		
President's Council		



Program Objective 4: To provide seamless oversight of expanded Counseling and retention services, hire a dean.

Strategy and Goal(s):

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.

Goal #5: Provide a means to develop meaningful connections with educational and community partners.

Strategy #5: Implement the Educational Master Plan goal specifying development of multi-college expansion by coordinating all instructional programs, student and administrative support services, organizational structure and staff, and site development through linkage with Strategy 3.

Goal #1: Develop a faculty, staff, and community driven plan for the expansion of educational programs and related educational specifications (i.e. specific facility needs).

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

No- None -

Activity 1: Create a new administrative position.

Personnel Request

Job Classification	Quantity	FTE	Amount (\$)	Fund Source / Type
Administrator	1	100%	\$ 170000.00	General Fund / On-Going

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		
President's Council		

