



Los Angeles Mission College
Student Services Master Plan
2013-2018

The administrators and department managers of Student Services identified six major goals to focus on during the five year period. The overarching goals for Student Services encompass the work of the departments within the division. The goals were developed to address the critical challenges facing Mission students in the pursuit of their academic goals.

Goal 1: Increase the percentage of students that use existing self-service options and enhance the quality of those services.

Goal 2: Increase the percentage of students who declare a major no later than the end of their first year at Mission.

Goal 3: Reduce the number of students on academic probation, progress probation and disqualification.

Goal 4: Increase the number of students who graduate with an AA/AS degree and/or are transfer ready.

Goal 5: Increase student awareness in changes of Title 5, Financial Aid and Student Success Initiative (SB 1456) policy changes that impact student progress and success.

Goal 6: Create and foster partnerships with community organization to enhance on campus support services.

The formulation of the major goals for Student Services for the 2013-2018 planning period provides a foundation for the next phase of work by the administrative and management team. The organizational responsibilities assigned for the successful accomplishment of the major goals and measurable objectives require collaboration across the Student Services Division and the Academic Affairs Division. Progress reports towards these goals will be prepared in conjunction with the annual program review cycle.

2013-2018 STUDENT SUPPORT SERVICES GOALS AND OBJECTIVES

GOAL 1: Increase the percentage of students that use existing self-service options and enhance the quality of those services.

1.1 Objective: Enhance self-service options for students

1.2 Objective: Train faculty/staff on online resources for students

Baseline: 2012-2013:

Activities	Outcome	Timeline	Department responsible	Data/evidence	Related plan: LAMC/SMP
1.1 Enhance develop and strengthen self -services options: <ul style="list-style-type: none"> • Parking Solutions <ul style="list-style-type: none"> ○ Pay-online options ○ Purchase parking online 		Initiate fall 2014 Implement spring 2015 Evaluate fall 2016	Business Office Associated Student Organization (ASO) Marketing Information Technology (IT)		Goal 5
1.2 Increase existing capabilities of SIS to sustain user friendly and innovative technology to meet the needs of students, faculty, and staff.		Implement fall 2015 Evaluate fall 2016	District Student Services Division Business Office IT		Goal 5
1.3 Increase online application submissions		Baseline: spring 2013 Evaluate spring 2014	Admissions & Records (A&R) District IT		Goal 5
1.4 Develop an online tutorial for traditional and Distant Education (DE) students which include instructions on how to self-service online		Initiate spring 2014 Implement fall 2014 Evaluate spring 2015	Student Services Division IT DE committee		3.1.3

<p>1.5 Electronic Transcript</p> <ul style="list-style-type: none"> ○ Allow students to initiate and request transcripts online 		<p>Implement fall 2014 Evaluate spring 2015</p>	<p>Counseling Transfer Center Extended Opportunity Program & Services (EOP&S) International Students A&R Outreach IT</p>		<p>5.2.1</p>
<p>1.6 Web Video Conferencing</p> <ul style="list-style-type: none"> ○ Enhance counseling services for all students to include DE students 		<p>Implement fall 2014 Evaluate spring 2014</p>	<p>Counseling Marketing IT</p>		<p>5.2.1</p>
<p>1.7 Online educational planning (SIS)</p>		<p>Implement fall 2015 Evaluate fall 2016</p>	<p>A&R International Students</p>		<p>5.1</p>
<p>1.8 Supplemental and interactive PDF application for international students center website</p>		<p>Implement spring 2015 Evaluate spring 2016</p>	<p>A&R International Students</p>		<p>Goal 5</p>
<p>1.9 Annual report of DSP&S will assess technology compliance.</p>		<p>Initiate spring 2014 Implement fall 2014 Evaluate fall 2015</p>	<p>Disabled Student Programs & Services (DSP&S) DE committee IT Student Support Services Committee (SSSC)</p>		<p>Goal 5.3.1</p>

GOAL 2: Increase the percentage of students who declare a major no later than the end of their first year at Mission.

A. Objective: 2.5% of students who were initially undecided on their major will declare their major at the end of their first year at Mission on an annual basis.

B. Benchmark: 2012-2013:

Activities	Outcome	Timeline	Department responsible	Data/evidence	Related plan: LAMC/SMP
2.1 Explore online career exploration tools <ul style="list-style-type: none"> ○ Develop a job search engine to increase on-time program completion rates 		Implement fall 2015 Evaluate fall 2017	Counseling Transfer Center Marketing IT Career Technical Education (CTE) SSSC		3.4.1
2.2 Counselor for vocational programs (CTE) <ul style="list-style-type: none"> ○ To increase on-time completion rates 		Implement fall 2015 Evaluate fall 2017	CTE Counseling SSSC		3.4.1
2.3 Provide Career/Job Fairs and internship events on campus		Implement fall 2015 Evaluate fall 2016	Counseling Transfer Center Vocational Programs CTE SSSC		3.3 3.4.1
2.4 Utilize focus groups to determine what the division can do to improve career services.		Implement fall 2015 Evaluate fall 2016	Counseling CTE		3.4.1
2.5 Conduct career related face to face and online workshops for all students to include DE students		Implement fall 2014 Evaluate fall 2015	Counseling Transfer Center		3.4.1

2.6 Develop orientation for international students		Initiate spring 2014 Implement fall 2014	International Students Counseling		1.5
--	--	---	---	--	-----

GOAL 3: Reduce the number of students on academic probation, progress probation and disqualification.

A. Objective: Reduce the number of students on probation by 1.5% each year.

B. Benchmark: 2012-2013:

Activities	Outcome	Timeline	Department responsible	Data/evidence	Related plan: LAMC/SMP
3.1 Identify and notify at risk populations of their academic status.		Implement fall 2013 Evaluate fall 2014	A&R 3SP Advisory committee Counseling SSSC		1.3.2
3.2 Intervene with academic and progress probation students by requiring them to enroll in a not for credit course to prevent them from being disqualified		Initiate fall 2014 Implement spring 2015 Evaluate fall 2016	A&R 3SP Advisory Committee Basic Skills EOP&S DSP&S Athletics Counseling Personal Development SSSC		1.3.2
3.3 Incorporate an early alert system		Initiate spring 2014 Implement fall 2014 Evaluate fall 2015	A&R 3SP Advisory Committee District SSSC		1.3.2
3.4 Increase the number of continuing students that meet with a counselor and the number of education plans generated for this population		Baseline: summer 2013 Evaluate fall 2014	3SP Advisory committee and plan Basic Skills (EOP&S) DSP&S Athletics Counseling SSSC		1.2.1
3.5 Increase the number and percentage of new students completing matriculation disaggregated by age, gender, ethnicity, and low income status: ○ Number and		Initiate spring 2014 Implement summer 2014 Evaluate fall 2015	3SP Advisory committee Basic Skills EOP&S DSP&S Athletics Counseling SSSC		1.2.1

<p>percentage of new students completing assessments</p> <ul style="list-style-type: none">○ Number and percentage of new students completing orientation○ Number and percentage of new students completing an educational plan					
--	--	--	--	--	--

GOAL 4: Increase the number of students who graduate with an AA/AS degree and/or transfer ready.

AA/AS baseline for 2012-2013: AA, AS

Baseline year for 2012-2013: UC, CSU, and privates

Objective: Increase the number of students who graduate with an AA/AS degree or transfer by 2.5% each year over the baseline year of 2012-2013.

Activities	Outcome	Timeline	Department responsible	Data/evidence	Related plan: LAMC/SMP
4.1 Develop student financial aid responsibility contract <ul style="list-style-type: none"> ○ Financial aid orientation ○ Increase percentage of eligible students receiving financial aid 		Initiate spring 2014 Implement fall 2014 Evaluate fall 2015	Financial Aid SSSC		1.1.2
4.2 Revamp financial aid appeal process		Implement fall 2013 Evaluate fall 2014	Financial Aid Student Services Counseling		1.1.2
4.3 Explore usage of self-service education plan feature in new SIS for all students		Implement fall 2015 Evaluate fall 2016	3SP Advisory committee EOP&S DSP&S Athletics Counseling Transfer Center		3.3.3-3.3.6
4.4 Identify new and continuing students who have completed 15, 30, 45 and 60 transferable units and send them notification emails <ul style="list-style-type: none"> ○ Increase number of students completing degrees and/or who are transfer ready 		Initiate spring 2014 Implement fall 2014 Evaluate fall 2015	3SP Advisory committee Counseling Transfer Center A&R TAP SSSC		3.3.1-3.3.3
4.5 Increase collaboration with 4-year institutions to enhance transfer rates <ul style="list-style-type: none"> ○ Increase the number of transfer agreements with 4-year institutions (TAG) 		Baseline: fall 2013 Evaluate fall 2014	Counseling Transfer Center TAP SSSC		3.3.6

<p>4.6 Provide more sections of traditional and online class offerings of Personal Development (PD) courses such as PD 22: The Transfer Process, PD 4: Career and Major Exploration, PD 17: College Survival Skills and 3 unit PD 40: College Success Seminar</p>		<p>Initiate fall 2014 Implement spring 2015 Evaluate fall 2016</p>	<p>Transfer Center Counseling Academic Affairs Educational Planning Committee (EPC) SSSC</p>		<p>3.2.1 3.2.2</p>
<p>4.7 Develop and distribute an online survey to evaluate graduates' experience at Los Angeles Mission College</p>		<p>Initiate fall 2014 Implement spring 2015 Evaluate summer 2015</p>	<p>A&R Counseling ASO SSSC</p>		<p>Goal 5</p>
<p>4.8 Enhance student life on campus</p>		<p>Initiate plan of action fall 2014 Implement plan spring 2015 Evaluate summer 2015</p>	<p>ASO Students Services Academic Affairs SSSC</p>		<p>1.3.2 3.2.2</p>
<p>4.9 Develop an Assessment Orientation prior to taking the English and Math placements</p> <ul style="list-style-type: none"> ○ Develop a pre-assessment tutorial/video(s) 		<p>Initiate fall 2013 Implement spring 2014 Evaluate fall 2016</p>	<p>3SP Advisory committee Assessment Counseling English Department Math Department</p>		<p>1.2.1 1.3.1 1.3.2</p>
<p>4.10 Develop and institutionalize a First Year Experience (FYE) program</p> <ul style="list-style-type: none"> ○ Increase percentage of new students successfully completing at least one English/ESL/Developmental Communications and a math class in their first year ○ Increase number of courses offered that are part of a program/initiate to accelerate students 		<p>Initiate fall 2014 Implement spring 2015 Evaluate fall 2015</p>	<p>3SP Advisory committee Achieving the Dream Essential Skills committee Academic Affairs Student Services Title V</p>		<p>1.1.1 1.2.1 1.3.1 1.3.2 1.4.1 3.2.1 3.2.2 3.3.1 through 3.3.6</p>

<p>transition for pre-college level English/ESL/Developmental Communications and math coursework to college-level English and math courses</p> <ul style="list-style-type: none">○ Increase number of students participating in recruitment and/or outreach activities (e.g., STEM, Title V, concurrent enrollment)○ Increase successful course completion rate○ Increase course retention rate○ Increase percentage of new student cohort successfully completing 30 and 60 units○ Increase percentage of new student cohort successfully completing English 101 and math 123c/125					
---	--	--	--	--	--

GOAL 5: Explain and enforce critical Title 5 and Financial Aid policy changes that impact student progress and success.

Objective: Educate students on critical policy changers. Enforce Title 5 and Financial Aid policy changes.

Activities	Outcome	Timeline	Department responsible	Data/evidence	Related plan: LAMC/SMP
5.1 Revamp petition process for three or more attempts for all students and inclusion of DE students		Initiate fall 2014 Implement spring 2015 Evaluate spring 2016	A&R		Goal 5
5.2 Add new policies to new students orientation and college webpage <ul style="list-style-type: none"> ○ Communicate new policies through web and other social media 		Initiate summer 2014 Implement fall 2014 Evaluate spring 2016	3SP Advisory committee Academic Affairs Student Services Marketing DSP&S SSSC		1.2.1
5.3 Improve student notification system <ul style="list-style-type: none"> ○ Student email ○ SMS Text communications ○ Emergency SMS system 		Initiate spring 2015 Implement fall 2015 Evaluate fall 2016	A&R Marketing Student Services IT District Administrative Services Sheriffs SSSC		Goal 5
5.4 SS Road Show: visit all academic departments to address common issues <ul style="list-style-type: none"> ○ Counseling 101 workshops ○ Customer service workshop ○ Student Services focus groups 		Implement fall 2013 Evaluate fall 2014	Student Services Admin Services Counseling Transfer Center A&R SSSC		2.2.1
5.5 Place well trained student staff at information desk.		Implement spring 2014 Evaluate fall 2015	Financial Aid		2.2.1

5.6 Increase number/percent of program reviews completed satisfactorily and a number of planned improvements		Initiate spring 2014 Implement summer 2014 Evaluate spring 2015			2.2.1
--	--	---	--	--	-------

GOAL 6: Create and foster partnerships with community organization to enhance on-campus support services for students

Objective: Effectively market the student services programs.

Activities	Outcome	Timeline	Department responsible	Data/evidence	Related plan: LAMC/SMP
<p>6.1 Expand and Develop a stronger working relationship with community organizations</p> <ul style="list-style-type: none"> ○ US Vets ○ USC School of Social Work ○ State Department of Rehabilitation ○ LA County Mental Health 		<p>Initiate spring 2014 Implement fall 2014 Evaluate fall 2015</p> <p>Initiate spring 2014 Implement fall 2014 Evaluate fall 2015</p> <p>Initiate spring 2014 Implement fall 2014 Evaluate fall 2015</p> <p>Initiate spring 2014 Implement fall 2014 Evaluate fall 2015</p>	<p>Career Center Student Services Achieving the Dream Office of the president</p> <p>Veteran's Program Counseling Services</p> <p>Health Center Student Services Counseling</p> <p>DSP&S Counseling</p> <p>Veteran's Program Counseling</p>		<p>6.1.1</p> <p>6.1.1</p> <p>6.1.1</p> <p>6.1.1</p>

<ul style="list-style-type: none"> ○ Veterans Administration 		<p>Initiate spring 2014 Implement fall 2014 Evaluate fall 2015</p>	<p>Veteran's Program Counseling</p>		<p>6.1.1</p>
<ul style="list-style-type: none"> ○ Increase number of high schools initiating early interventions and concurrent enrollment 		<p>Initiate spring 2014 Implement fall 2014 Evaluate fall 2015</p>	<p>Outreach and Recruitment Student Services SSSC A&R</p>		<p>1.5.1 1.6.1 6.1.1</p>
<ul style="list-style-type: none"> ○ Universities and Colleges 		<p>Initiate spring 2014 Implement fall 2014 Evaluate fall 2015</p>	<p>Transfer Center Counseling EOP&S</p>		<p>3.3.6 6.1.1</p>
<ul style="list-style-type: none"> ○ Foreign U.S. Embassy 		<p>Initiate spring 2014 Implement fall 2014 Evaluate fall 2015</p>	<p>International Student Center Distance Learning</p>		<p>6.1.1</p>
<ul style="list-style-type: none"> ○ Language Schools 		<p>Initiate spring 2014 Implement fall 2014 Evaluate fall 2015</p>	<p>Outreach and Recruitment Community Extension</p>		<p>6.1.1</p>

<ul style="list-style-type: none">○ Develop a for profit athletic summer camp program for high school students and or semi or professional adult athletes		Initiate spring 2014 Implement fall 2014 Evaluate fall 2015	Athletics Community Extension		6.1.1
---	--	--	-------------------------------------	--	-------