Date: April 22, 2014

To: Joe Ramirez

From: Monte E. Perez

Subject: Student Services Staff Focus Group Report

I have read the report submitted by CSUN April 17. I thought they did a very thorough job. After reading the report I find that it has implications for the Student Services Action Plan. Specifically the report supports the need for:

1. Furthering student success—As the report states, the “campus is truly blessed to have employees who care deeply about the LAMC students.” Thus, the resource requests are essential to further student success.

2. More counseling support—The staff believes that “students must have concrete goals and their (staff) efforts should be devoted to the achievement of those goals.” Student Services’ objectives to provide abbreviated and comprehensive student education plans are in line with this recommendation.

3. More funding support—There was a “sense of frustration about the impact of reductions in funding/staff.”

4. More career development/placement services—The student services survey called for more counseling support for career development and placement. The staff concurs.

5. Greater technological support—The staff supported the opinion of students that more options be made available for computer usage. The staff felt that “more outlets to charge devices and computer stations for students to conduct work” were necessary.

6. Expansion of leadership positions—The staff felt that the Vice President of Student Services was “pulled in too many directions.” This supports the Dean of Student Success Position and other positions we are going to fund in Fiscal Year 14-15.

7. Expansion of Customer Service—It is important we continue providing training in customer service as planned.

I believe these seven areas are addressed in the Student Services Action Plan. I am glad that we received confirmation in the Student Services Staff Focus Groups.