

LOS ANGELES MISSION COLLEGE

Student Services Action Plan

2014 – 2016

BACKGROUND

Beginning fiscal year 2008 through fiscal year 2012, Student Services was hit with significant budget cuts. During this period, the State cut categorical programs from 30 to 45%. These cuts impacted the areas of Counseling, Extended Opportunity Program Services/Cooperative Agencies Resources for Education (EOPS/CARE), Disabled Student Program and Services (DSPS), Matriculation, Admissions & Records, Tutorial Services and Financial Aid. In addition, budget cuts to LAMC's General Fund also impacted the Division of Student Services.

These additional cuts reduced or eliminated Adjunct Counseling hours, Tutoring, Sub & Relief, Student Workers, and Outreach & Recruitment. Budget line items such as: Supplies, Printing, Travel, and Equipment were also reduced. Student Services was challenged by the cuts. Meeting the needs of the students has been a major concern and the unofficial motto for Student Services during this time has been, "Do more with less".

An example of doing more with less is easily illustrated through the Counseling Department. During the 2006 – 2007 academic year there were eight full time counselors serving approximately 7,500 students. Currently there are six full time counselors serving approximately 10,500 students. With the new directives and mandates of the State's Student Success Initiative and Student Success and Support Program (3SP), Student Services has to increase its staffing pattern and resources in order to meet these requirements.

One of the recommendations from the ACCJC Action Letter was to assess and determine what increases in staffing and resources would be needed to meet the diverse needs of LAMC's students. In order to make this determination, beginning fall 2013, LAMC engaged in number of research activities that would provide the necessary information to develop an action plan. These activities included:

1. Staff Comparison Study
2. Comprehensive Faculty/Staff Survey
3. Comprehensive Student Survey
4. Point of Service Surveys
5. Focus Groups of Students and of Student Services Staff
6. Federal and State Requirements Analysis

The results and analysis of these activities are outlined in Recommendation 7 of the follow up report. An example of the findings from these activities is from the Staff Comparison Study. This study looked at two similar size colleges within LACCD, Los Angeles Harbor College (LAHC) and West Los Angeles College (WLAC). A sample of these findings are:

- Assessment/Orientation – 2 less staff than LAHC and 2 less staff the WLAC
- International Students Program – 1 less than LAHC and .5 less than WLAC

- Counseling Department – 2 less staff than LAHC and 9 less staff than WLAC
- Athletics – 8 less staff than LAHC 7 less staff than WLAC
- Admissions & Records – 3 less staff than LAHC and 5 less staff than WLAC
- DSPS – 1.5 less staff than LAHC and 2.5 less staff than WLAC
- Student Services - .5 less staff than LAHC and 1.5 less staff than WLAC
- Financial Aid Office - 1 less staff than LAHC and staff than WLAC

Based on the findings from these research activities, LAMC has developed the framework for the Student Services Action Plan, which will cover a two year period, Fiscal Years 2014 – 2015 and 2015 – 2016.

It is clear that Student Services at LAMC is in need of additional staffing and resources in order to meet the needs of our current student population. This action plan will address these needs and will be reviewed at the end of each semester beginning spring 2014 and revised as needed.

PURPOSE

The purpose of this plan is to provide the framework to getting Student Services staffing pattern and needed resources to the level that meets the need of our diverse student population. LAMC realizes that the budget cuts that Student Services experienced have reduced our ability to meet the diverse needs of students. The purpose of this plan to restructure and re-emphasize the importance of the need to provide LAMC students with the appropriate services that will allow them to succeed. Based on the results of the Student Survey we believe this begins with Customer Service. With the implementation of the State’s Student Success Initiative and the Student Success and Support Program (formerly Matriculation) this plan will insure Student Services meet State mandates and the diverse needs of our students.

SPRING 2014 – Resource Requests

- A. Over base requests made to Budget and Planning Committee on Thursday, February 13, 2014

Student Services submitted eight requests to the Budget and Planning Committee; five in the area of Stability and three in the area of Sustainability. They were:

Stability

1. Admissions & Records: Student Support Services Representative; cost, \$36,000 plus benefits per year;
2. DSPS: .5 FTEF for the position of DSPS Director, this would make the position 1.0 FTEF; cost, approximately \$50,000 annually
3. Counseling Department – 2 FTEF Counselor positions; cost, approximately \$150,000 plus benefits annually
4. Financial Aid Department: Accounting Technician position; cost approximately \$53,945 annually (salary and benefits)
5. Assessment Center: Student Services Assistant; cost, approximately \$60,997 annually (salary and benefits)

Sustainability

1. Assessment Center: Software and Hardware for Document Imaging; cost, \$35,000 with additional maintenance fees
 2. Counseling Department: High End Copier/Fax/Scanner; cost, \$10,000
 3. Transfer Center: A Travel line item in the TC Budget; cost, \$2,000
- B. Dean of Student Services: Student Success Position
In order to achieve and meet the mandate and directives of the State initiatives, Student Services needs additional administrative support. A new Dean of Student Services with responsibility over Student Success, which includes 3SP, Achieving the Dream, state initiatives, and Associate Student Organization/Student Activities, needs to be hired before the start of the new academic year (2014 – 2015). This position will be posted during the months of June/July, 2014: approximate cost, \$165,000.

ACADEMIC YEAR '14 – '15 RESOURCES REQUEST

In addition to the above requests from the Budget and Planning Committee, Student Services Resources Request also includes:

Staff

- International/Veteran Student Programs: 1 Office Assistant Clerk: estimated cost, \$52,000
- Admissions & Records: 1 A & R Assistant and 1 A & R Evaluator: estimated cost, \$59,500
- Outreach and Recruitment Coordinator: estimated cost, \$76,500

Resources:

- Reestablish the General Fund Tutorial Services: estimated cost, \$100,000
- Reestablish a General Fund budget for Outreach and Recruitment Office (O & R): estimated cost, \$16,500.
- Student Workers for Transfer Center, Information Booth, and O & R: estimated cost, \$55,000
- Additional Supplies for all departments in Student Services: estimated cost, \$30,000
- Additional Printing Costs for all departments in Student Services: estimated cost, \$20,000
- New Computers in Admissions & Records: estimated cost, \$12,000
- New Printers in A & R and the Counseling Department: estimated cost, \$6,000
- Athletic Trainer: Supplies budget that allows for purchase of all items needed to treat LAMC's Athletes: estimated cost, \$10,000
- Assessment/Orientation Center: Create a new online Orientation video: estimated cost, \$12,000
- Software/Program for Online Counseling: estimated cost, \$2,500

ACADEMIC YEAR '15 – '16 RESOURCES REQUEST

If not all Staff and Resources request from the list of the Academic Year 2014 – 2015 are met, they will be instituted in the AY '15 – '16 request. In addition, the following staff and resources will be requested for AY 15 – 16:

Staff

- Counseling Department: 1 International/Veterans Counselor; 1 Career/Transfer Center Counselor; estimated cost, \$150,000
- A & R: 1 A & R Assistant: estimated cost, \$57,200
- DSPS: 1 Student Services Specialist: estimated cost, \$81,000
- ASO/Student Activities: 1 Office Assistant Clerk: estimated cost, \$52,000
- O & R: 1 Career Guidance and Counseling Assistant: estimated cost, \$16,000
- A & R and Financial Aid: Sub and Relief Support: estimated cost, \$65,000

Resources

- New Computers in the Assessment Center: estimated cost, \$30,000
- Increase in Tutorial Assistance: estimated cost, \$50,000
- Professional Development Funds for Student Services certificated and classified staff: estimated cost, \$5,000
- New Printers for all departments in Student Services: estimated cost (minus those purchased in previous year), \$9,200

LAMC is confident that when this plan is funded and implemented, Student Services will fully meet all the needs of our diverse student population.