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**Imperial Valley College**

**Educational Master Plan 2012-2015**

**Assessment of Institutional Effectiveness and Resource Allocation**

**Student Services, Technology, and Research**

### Goal 1: The College will maintain programs and services that focus on the mission of the college supported by data-driven assessment to measure student learning and student success.

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| **Program** | **Task** | **Cost** | **Responsible Person** | **Status** | **Improvement in Institutional Effectiveness and Student Success** |
| IT On-line Architect Services | Past Goal 1. Catalog and Schedule production processes. |  | Director of On-line Architect Services | Partially Met. Partially implemented a process to automate a part of the schedule creation process, but only recently provided the same automation for catalog data.  | Increased efficiency in producing the catalog timely, giving students important information when they need it. |

### Goal 2: The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

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| **Program** | **Task** | **Cost** | **Responsible Person** | **Status** | **Improvement in** **Institutional Effectiveness and Student Success** |
| Disabled Student Programs and Services | Past Goal 1. Increase high school students’ attendance at Transition Fair |  | Program Director | Met. Seven high schools and two alternative schools attended, with 250 students participating. | Students with disabilities will be better prepared for college when they enroll at IVC.  |
| Disabled Student Programs and Services | Past Goal 2. Convert to electronic confidential files |  | Program Director | Partially met. Due to staff shortages, 50% of the files have been scanned. | Scanning of files will decrease copy costs and increase efficiency of data retrieval. |
| Disabled Student Programs and Services | Past Goal 3. Increase email communication to new DSPS students |  | Program Director | Met. Correspondence to new students is now via email to all students who have access to computers. Some disabled students do not have computer access and receive their correspondence via mail. | Decrease in staff time producing and mailing correspondence, savings in paper costs and postage. |
| District Counseling | Past Goal 1. Increase frequency of “drop-in” appointments throughout academic year |  | Counseling Chair | Met. Drop-in appointments are available during Fall and Spring registration and during late registration periods. One counselor is assigned daily to take drop-ins throughout the year. | Providing drop-in appointments allows more students to see a counselor. |
| District Counseling | Past Goal 2. Develop on-campus orientation and academic advising program for high school seniors |  | Counseling Chair | Met. 1st Step Program implemented with orientation, education planning, and campus tours and information for over 1,000 high school seniors. | Complies with the mandates of the Student Success Act. Students receive priority registration by completing assessment, orientation and education plan. Students more likely to be successful. |
| District Counseling | Past Goal 3. Streamline access to student information and coordinate services to students from different departments. |  | Counseling Chair | Partially Met. The college purchased Starfish Retention Solutions, a program that integrates student information and creates “Success Networks” for students, and provides “Early Alert” component to identify at-risk students. Full implementation to be completed in Fall 2014. | Early Alert program will allow faculty to identify at-risk students to allow for provision of the services to retain student. Students have greater access to counselors and others in their “success network.”  |
| Financial Aid | Past Goal 1. Distribute Workstudy and Student Employment duties to appropriate departments to allow for faster processing |  | Director of Financial Aid | Partially met. Students and work study site supervisors took on the application and interviewing processes. Human Resources was unable to take on the Student Employment process due to staff shortages. | Allows for faster processing of student Workstudy placements. |
| Financial Aid | Past Goal 2. Improve student self-service to be easier to navigate and allow students to complete and submit forms electronically.  |  | Director of Financial Aid | Partially Met. Student self-service menus have been modified to make navigation easier, but students still are unable to submit forms electronically. This will be part of next year’s goals as part of the auto-packaging process. | Increases efficiency in Financial Aid office by reducing staff time to manually process financial aid functions. |
| Financial Aid | Past Goal 3. Use Degree Works and Banner to automatically calculate SAP. |  | Director of Financial Aid | Not Met. Use of Degree Works and Banner requires extensive IT time and consultation with SIG. Will be carried over to next year. | Will improve efficiency in Financial Aid office by automating a process that requires large amounts of staff time to compute manually. |
| Student Affairs | Past Goal 1. Digitize all Student Affairs forms and make them available on Student Affairs website. |  | Dean of Student Affairs | Met. All forms available on website. | More convenient for students and increased efficiency for Student Affairs staff. |
| Student Affairs | Past Goal 2. Formalize Student of Concern Team’s record keeping and tracking process |  | Dean of Student Affairs | Not met. Purchase of Advocate system was delayed. Will be carried over to next year. | Will increase efficiency and accuracy in recording activities of Student of Concern Team, while ensuring student confidentiality and compliance with FERPA. |
| Student Affairs | Past Goal 3. Convert to electronic voting for ASG Presidential, Senatorial,and Homecoming positions. |  | Dean of Student Affairs | Met. All ASG elections are done electronically. | Increased participation in ASG elections. Increased efficiency by reducing staff time spent processing manual elections. |
| Student Health Center | Past Goal 1. Move Student Health Center |  | Dean of Student Affairs | Not Met. Money allocated to move the Student Health Center was diverted to purchase furniture for new CTE building. | Will improve service to students and meet student demand. Will allow for services to be provided in a confidential environment. |
| Student Health Center | Past Goal 3. Implement Student Health 101. |  | Dean of Student Affairs | Met. Student Health 101 was implemented in Spring 2013. | Increase retention by providing students with information on maintaining optimum physical and mental health. |
| Student Success and Support Program | Past Goal 1. Incoming students will demonstrate an understanding of the Early Access Program (1st Step) and complete the four steps necessary to be eligible and submit all documentation by the deadline. |  | Director of Student Success and Support Program.Dean of Counseling | Met. 63% (1,134 out of 1,821) who took the ACCUPLACER completed the other three requirements for priority registration.  | Will increase retention and completion by students enrolling in necessary classes early in the matriculation process. |
| Student Success and Support Program | Past Goal 2. Students referred to counselors through the Early Alert Program will understand the importance of following through with their instructors recommendations. |  | Director of Student Success and Support Program.Dean of Counseling | Not Met. Not having an assigned person working on student follow-up makes tracking student progress difficult. New program, Starfish, will facilitate early alert process. | Students at risk will be identified early and provided with resources to increase retention. |
| Student Success and Support Program | Past Goal 3. Students, faculty, and community members will be able to demonstrate their knowledge and understanding of and be able to access current and accurate information regarding the 1st STEP Program, ASPIRE and other priority groups. |  | Director of Student Success and Support Program.Dean of Counseling | Met. Information distributed to all high school seniors, Assessment Center, Counseling Center, A & R. Information put on Counseling and Assessment Center web pages. All high school counselors given orientation at IVC. | Students who complete requirements for priority registration will complete requirements for degree completion sooner. |
| Transfer, Articulation, and University Partnerships | Past Goal 1. Ensure that students receive accurate and up-to-date academic and transfer information through coordinated transfer counseling service. |  | Transfer, Articulation, and University Partnerships CoordinatorDean of Counseling | Partially Met. Information distributed through Application Workshop, College and University Day, and Higher Ed Week. Need to update Transfer website and create Articulation website. | Students will complete requirements for transfer quicker with accurate information. |
| Transfer, Articulation, and University Partnerships | Past Goal 2. Identify, contact, and provide transfer support services to targeted student populations as identified in the transfer center plan, with priority emphasis placed on underrepresented student populations. |  | Transfer, Articulation, and University Partnerships CoordinatorDean of Counseling | Partially Met. Established liaison contacts with ICPHE, HS/ROP, IVCR. Transfer Plan needs to be updated with plans for increasing transfer for underrepresented populations. | Students from underrepresented populations will increase their transfer rates. |
| Transfer, Articulation, and University Partnerships | Past Goal 3. Ensure the provision of academic planning for transfer, development and use of transfer admission agreements with four-year institutions, and development and use of course-to –course and major articulation agreements. |  | Transfer, Articulation, and University Partnerships CoordinatorDean of Counseling | Met. Increased course-to-course articulation, increase in C-ID submissions and development of additional ADT degrees. Improved academic planning with IVUP. | Additional ADT degrees will increase degree completion rates and improve transfer to CSUs. |
| IT Application Services | Past Goal 1. HR/Position Control/Mock Payroll business processes fuly implemented within the Banner ERP system. |  | Director of Application Services | Partially Met. Initial target completion for this goal is during the next review period and will continue into the next review period as planned. | Improve efficiency in hiring process. |
| IT Application Services | Past Goal 2. Continue expansion of data reporting to provide common based tools to key constituents for data driven decision making as part of institutional business processes. |  | Director of Application Services | Partially Met. Initial target completion for this goal is during the next review period and will continue into the next review period as planned. | Improved data retrieval will facilitate program review process. |
| IT Application Services | Past Goal 3. Enhance the security of institutional data through incorporation of best practices, controls land monitoring into internal business processes.  |  | Director of Application Services | Partially Met. Initial target completion for this goal is during the next review period and will continue into the next review period as planned. | Improvement in institutional data security. |
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### Goal 3: The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and campus learning environment.

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| **Program** | **Task** | **Cost** | **Responsible Person** | **Status** | **Improvement in Institutional Effectiveness and Student Success** |
| Student Health Center | Past Goal 2. Increase mental health providers’ availability to treat students by transferring physical mental health records to electronic health records (EHR). |  | Dean of Student Affairs | Partially Met. The system chosen to manage and store EHR’s in the SHC has not met the program’s needs. There are several glitches in the system that reduce functionality. Working with current provider to see if issues can be fixed, or need to change providers. | Will increase work efficiencies by spending less time handwriting notes and managing physical storage of records. Reduce costs for physical file supplies, paper, and copy expenses. Allow more time for counselor availability to students. |
| IT Enterprise Services | Past Goal 1. Service Desk |  | Director of Enterprise Services | Partially Met. Improving service desk efficiencies is an on-going effort. | Improvement in processing help desk services requests. |
| IT Enterprise Services | Past Goal 2. Wireless |  | Director of Enterprise Services | Met. The goal of providing ubiquitous wireless connectivity anywhere on campus has been met. We are working on the outreach efforts across campus. | Students can access Webstar, Student Portal and other campus websites using wireless devices anywhere on campus. |
| IT Enterprise Services | Past Goal 3. Classroom Support |  | Director of Enterprise Services | Partially Met. All classrooms on campus, except two, are now equipped with the equipment necessary to provide modern classroom instruction. | Improvement in instructor’s ability to present course material. |
| IT On-line Architect Services | Past Goal 1. Password Reset Process for Students |  | Director of On-line Architect Services | Met. This goal has been met and was put into production in April 2013. Approximately 4100 Password Resets have been made by on campus staff and an additional 4200 have been made directly by students. | Increased efficiency for staff looking up student information quickly. |
| IT On-line Architect Services | Past Goal 2. Improve Student/Faculty support availability for Blackboard. |  | Director of On-line Architect Services | Partially Met. While we have contracted with Blackboard Support Services to provide this additional support, we still need to gather additional data that will help us to verify the effectiveness of the services. Thais task will likely need an additional year in order to be considered fully “Met.” | Will improve course material delivery via Blackboard and increase instructor’s effectiveness in presenting course material. |

### Goal 4: The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

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| **Program** | **Task** | **Cost** | **Responsible Person** | **Status** | **Improvement in Institutional Effectiveness and Student Success** |
| [x]  Met[ ]  Partially Met[ ]  Not Met |
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