

**Student Services**  
**Communication, Coordination, Consolidation and Collaboration**  
**Core Services**

As defined by accreditation standards and matriculation

Department Service	Status	Recommendation s/follow up action	Collaboration with Instruction	Key Performance Indicators	Positives/Negatives	Cost Savings/Productivity
Admissions and Records	Management operations centralized; staffing on each campus to handle front-line services	Improve operational efficiencies and strengthen customer service  Implement staff training:  Reduce admission and evaluation errors,	Refinement of waitlist  Faculty and counselor training when new features of Passport system are introduced – degree audit	Increase the number of applications processed - error free  Improved student satisfaction	On-going training  Streamline processes  Strengthen communication and coordination between the district and campus.	\$0 - Processing time has increased, customer service is challenged.  Productivity has increased as systems and policies move into place = \$8 million in fees collected earlier.
Assessment	Schedules staggered to accommodate students. Schedules will be posted and disseminated to students to promote open access across the district. A communication protocol will be	Staggered schedules not coordinated	English, ESL, math faculty to validate placements	Improved communication and coordination will result in students being served efficiently	Greater access to assessment for students  Will take time to coordinate	Centralization of Assessment will result in personnel savings of = \$75,000

	developed to enhance coordination.					
Counseling	Schedules aligned with A&R; each college open one evening per week	VPs will meet with Deans/Department Chairs or designee to discuss the implementation of strategies and the impact on counseling personnel	All campuses will provide a combination of group, triage, online counseling services	Students served given limited resources with minimum disruption	Student wait time may increase  Communication will need to be strengthened – communication plan should be coordinated with the district and all campuses	Campuses have reduced the number of hourly counselors. Savings = \$80,000  Triage system reduced student wait time for counseling services during peak enrollment
Orientation	Promote multiple orientation modes to serve diverse populations.	VPSS to draft guidelines for implementing online, & group orientation  Laney to provide assessment of online orientation		Students better informed and become self-advocates  Student satisfaction	Operational decisions to implement	Initial cost in short-run but reduction in costs in mid-term as students are better informed.  Should increase retention and completion rates
Transfer Center/ Career Center	Revisit the scope and mission of the Transfer/Career Center.	Host a district-wide colloquium which includes articulation officers, transfer and center coordinators.		Signed MOUs with partner institutions; Coordination structure to implement and	Will require participation of VPIs, Articulation Officers, Counselors,	Increase productivity of transfer rate.

		<p>Develop MOUs with Cal State East Bay, SFSU, and UCB (VPs Compton and Gravenberg).</p> <p>Explore options with private institutions for transfer.</p> <p>Ask Mike Orkin to survey courses (College-level Math and English) to identify who the students are CSU/UC types (Donald).</p>		<p>evaluate the strategies</p> <p>Increase in students transferring to four-year institutions</p> <p>Increase in the number of students graduating from four-year institutions</p>	<p>Financial Aid</p> <p>Tracking system to monitor the process</p> <p>Financial aid and scholarships</p>	
Veteran affairs	Currently not meeting Chancellor directive to enhance services students (cannot provide Veterans Center; peer advisors; student club). GI Forums; meeting with student clubs; letters to students.	Certification of veterans' benefits done by A&R			Need dispensation of the 180 day rule.	
Articulation	.5 Articulation Officer on each campus	Coordinate articulation priorities in conjunction with consolidation efforts; Implement degree audit	Requires cooperation from VPIs	Standardization of process and uniform policy protocols;	Requires IT support; Requires degree audit components to be operational	Productivity: Decrease time-to completion; Reduced manual processes

## Services for Special Cohorts (campus based)

Department Service	Status Recommendations	Follow up action	Collaboration with Instruction	Key Performance Indicators	Positives/Negatives	Cost Savings
CalWORKs	Consolidated functions with EOPS/CARE	Already implemented at 3 of the campuses	NA	Improved coordination of services  Increased student participation  Improved student satisfaction	State budget proposes elimination or serious reduction in funding  Discrepancies in budget allocation and expenditures – district and campus.	Combined services delivery;  Increased student retention
DSPS	Provide services as mandated	Centralize interpreter services	Training for faculty	Identification of a cadre of skilled interpreters facilitates a more efficient delivery system	Centralized operations will need to be coordinated	Estimated savings = \$100,000 (?)
EOPS/CARE	Consolidated functions; reduced/capping number of students served and level of services provided (reduction on grants and book vouchers.	VPSS/Dean to work with EOPS Director/Coordinator on each campus  Promote book rental program  E-book pilot program	Collaborate with faculty (E-book pilot program)	Increase the number of text books available for students	Reduction in the number of students served  Limits access and equity  Fundraising strategies	Leveraging of resources with other SS areas to maximize services.  Minimal savings

**Non-Core Services**  
**Consolidated on one or more campuses or centralized**

<b>Department Service</b>	<b>Status Recommendations</b>	<b>Follow up action</b>	<b>Collaboration with Instruction</b>	<b>Key Performance Indicators</b>	<b>Positives/Negatives</b>	<b>Cost Savings</b>
Athletics	Develop self-generating revenues  Title IX reporting	Strategic fund-raising plan		1.0 total faculty load	Will require a district-wide task force to develop a transition plan.  Fall 2011	Reduce faculty load & staff time.  Reduction in overall operating costs. Estimated = \$100,000
Health Services	Services centralized.	Health fees fund all services	NA	Need a transparent accounting of how fees are used	Consistency of services; health fee implemented more consistently.  Does not address mental health care needs	Reduced time for college staff and faculty
Outreach and recruitment	Recommendation: Centralize outreach function to establish an Office of School	Provide a comprehensive database of student prospects and donor		Data-driven strategies  Coordination of	Brand enhancement and image management	Centralized coordination of enrollment development

	<p>Relations to coordinate the process. District should cover the cost.</p> <p>Implement People Soft outreach module, which will drive the standardization and consistency of functions to enable outreach to be more efficient and outcome driven.</p>	<p>pool.</p> <p>Aggressive in-reach and recruitment should be emphasized.</p>		<p>efforts</p> <p>Increase communication to feeder schools, community partners and general public</p>	<p>Preserving our connections with feeder schools and businesses for future FTES</p>	<p>and school relations will require a modest investment and re-designation of personnel and some services.</p> <p>Leverage publications thereby reducing the quantity of publications and materials</p>
Student activities	<p>Positions eliminated on all campuses.</p>	<p>Growing budget cuts may have eliminated position, but not the need. Seek solutions that incorporate duties within existing positions.</p>	<p>Work with faculty advisors to student clubs to promote programs</p>			<p>Fundraising strategies – campus specific to support student leadership, arts and cultural programs.</p>