Accreditation Steering Committee

Standard IIB ASC Presentation
February 19, 2013
Standard II.B- Student services

- II.B.1. Quality of student support services

- II.B.2 An accurate and current catalog

- II.B.3. The campus provides, evaluates and maintains appropriate services and programs to address the campus learning support needs (including an environment that encourages personal and civic responsibility and diversity).

- II.B.4. The institution evaluates student support services to assure evidence is provided that contributes to the achievement of student learning outcomes and uses the results for improvement.
How has the College responded to the Standard?

- Staff meetings are held regularly to discuss Student Services’ issues and engage in training and staff development activities.

- Established the Student Support Services Committee, a shared governance committee that meets once per month and functions to guide the College in providing support services for students, through the following:
  - development of Service Areas Outcomes
  - conducting the Program Review process for all Student Services areas
How has the College responded to the Standard?

- The **Los Angeles Mission College Catalog** is reviewed for accuracy and updated annually through collaboration with Academic Affairs, Curriculum and the Curriculum Process and the Catalog Committee Task Force (formed in 2007).

- **Achieving the Dream (ATD):** As of fall 2011, ATD is focused on creating a culture of evidence in which data and inquiry drive broad-based institutional efforts to close achievement gaps and improve student outcomes overall:
  - group counseling for financial aid reinstatement appeals
  - counseling for students on academic and progress probation
  - In-person orientation sessions
How has the College responded to the Standard?

- In 2010 a **Discipline Advisor Program** was established with counseling and discipline faculty partnering as educators in the pursuit of student growth, learning, and the promotion of student success:
  - A collaboration among Student Services, the Counseling Department, and Academic Affairs
  - A supplement to counseling services by providing advisement on major requirements and referrals
  - Discipline advisors are paired with a counseling faculty mentor
  - Training was conducted with the Administration of Justice, Biology, and Child Development disciplines
The key areas of strength

- The Student Area Outcomes, Program Review and unit validation process provides a more comprehensive way to measure the services provided.

- ASO clubs increased from 13 in fall 2008 to 22 in academic year 2011-2012.
The key areas of strength

- Admissions and Records is utilizing electronic means for student applications via CCCApply, as well as for students adding and dropping courses using the student portal.

- Web based email counseling service was instituted in 2010 for distance education and general student population.
The key areas of strength

- Number of International Students has doubled from 60 students in 2006 to over 120 students in fall 2012.

- Health center has increased its services to students to include mental health services from twice to three times a week utilizing two therapists.

- Child Development Center moved into a new facility in 2008. Child Care services increased from 48 children in 2007 to 120 children in 2008.
Actionable Improvement Plans

- By mid-Spring 2013, the Vice President of Student Services, in conjunction with Administrative Services, Academic Affairs, and the ASO Advisor, will conduct meetings once a semester to clarify, disseminate, and provide training for club advisors, faculty, staff, and students on guidelines, policies, and procedures for scheduling events.

- By Spring 2013, The Vice President of Student Services and appropriate staff will address all audit findings by developing and implementing a Corrective Action Plan.

- The Student Services Committee in consultation with the District will develop a plan to increase LAMC’s Web site accessibility to persons with disabilities by mid-spring 2014.
Actionable Improvement Plans

- The Counseling Department in collaboration with Academic Affairs will review the Discipline Advisor Program to enhance the advising services the College provides to its students by spring 2014.

- By Spring 2014. The Vice President of Student Services in collaboration with Academic Affairs and faculty will develop practices to improve student performance in assessment by providing assessment preparation and orientation.