

**SSPD**  
**(Student Services Planning Document)**  
**2005-07**  
**Student Services Accomplishments for 2005-06**

**GOAL 1 – Programs and Services**

College of San Mateo will match its programs and services – and the manner in which they are delivered – to the evolving needs and expectations of our students and the community.

- Surveyed currently enrolled students about their satisfaction/needs regarding each student services program/service. Surveyed Coastside residents regarding offerings on the Coast. Surveyed various student services conferences attendees. Continued to refine survey documents/processes.
- Monitored UC and CSU transferable courses to ensure articulation with public and private universities; percentage of CSM articulated courses is: UC: 25%; CSU: 40%; California private colleges: 25%; out-of-state: 10%.
- Assembled Student Right-to-Know transfer data and disseminated it to the CSM community in various publications.
- Created customized websites for all Student Services units as well as a centralized student service website.
- Developed CRER 152, Service Learning and Leadership Practicum, to be offered beginning Fall 2006.
- Created ACCT 690 for service learning credit. Added CRER 152 as an option to the Human Services degree/certificate effective Fall 2006.
- Provided student physicals and immunizations for employment, transfer or enrollment into allied health classes and athletics.
- Conducted focus groups with specific populations; e.g., African American students and learning community students.
- Provided leadership for most DIAG meetings and events.
- Expanded online prerequisite checking to include math; implemented online transcript request, online enrollment verification, and online degree verification.
- Developed Rising Scholars Program to be offered beginning Fall 2006.
- Developed and offered as an option a hybrid CRER 127 class, consisting of online and in-person class sessions.
- Assembled coursework into an online AA degree and proposed it to the Academic Senate, where it is currently under consideration.
- Incorporated the apprenticeship program into COOP.

- Made various presentations on programs and services to student clubs and in classrooms; continued to meet with advisory committees for CalWORKs, EOPS, Health Center and Career Services.
- Created job fairs specifically for accounting students and part-time students.
- Developed the idea for a satellite center for financial aid outreach online, effective Fall 2006, to be located in Building 5.
- Offered CRER courses in various locations – in feeder and area high schools, including Coastside – and in a variety of formats – on Saturdays; for a half-unit.
- Began development of a new CRER course focused on financial aid & scholarships.
- Collaborated with instruction faculty and staff to develop two new Learning Communities: 12-unit Rising Scholar; and 8-unit Keys to the Kingdom; continued ASSET Development and participated in the development of Tragedy of the Commons, two ongoing learning communities.
- Conducted student orientations including PEP and specialized orientation for DSPS, ISC and EOPS students.
- Planned and implemented a retreat for CARE/CalWORKs students.
- Made various presentations at several 20 Bay Area high school college nights/fairs.
- Administered the Career & Educational Planning Inventory (CEPI) to 2,300 high school students at several local high schools.
- Expanded TAA's to include Golden Gate University and the University of Phoenix.
- Secured approval for five experimental short courses covering college planning, graduation and transfer essentials.
- Enhanced Transition to College services for college-age youth effective summer 2006.
- Developed an orientation guide and workbook as well as a financial aid handbook for new students.

## **GOAL 2 – Enrollment Management**

College of San Mateo will develop and implement a comprehensive, research-based enrollment management plan.

- Sent, the first week of the Spring 2006, e-mail contact letters to two populations: 1) students who did not enroll in the subsequent term, and 2) students who applied for admission but did not enroll in classes.
- Participated with instruction in developing CSM's 05-06 FTES growth plan.

- Collaborated with instruction and the Academic Senate to update the Student Equity Plan.
- Served on and co-chaired CSM's Enrollment Management Committee.
- Discussed the development of an electronic community newsletter in the Academic Senate and Enrollment Management Committee.
- Continued to facilitate the enrollment of concurrently enrolled high school students; e.g. mailing high school counselors information about district programs requiring special applications.
- Improved PEP formula, including expanded registration and follow up, and enhanced materials; added a day-long version for students with disabilities.
- Conducted, by ASCSM, a student survey to ask students what they like about CSM.
- Worked with ITS to make it easier for students to locate, online, continuously updated information on open classes.
- Assisted UCSC to enroll students as Renaissance Scholars, a transfer program for foster youth which originates at the community college level.
- Profiled a CalWORKs student who appeared in a California Community College Chancellor Offices' publication: CalWORKs Portraits of Student Success.
- Publicized on the transfer website profiles of students who have successfully transferred.
- Continued outreach activities such as Financial Aid's Cash for College Days; EOPS Summer Readiness Program and Preview Day; CSM Connect's Youth Leadership Conference; Counseling's Get Reacquainted with CSM Conference for new high school counselors; DSPS's Making Connections for high schools and community agencies; and EOPS's CSM tours for high school students including English language learners.

### **GOAL 3 – Diversity**

College of San Mateo will promote a diverse learning and working environment that encourages tolerance, mutual respect, and the free exchange of ideas.

- Incorporated the college goal of diversity into student services' SLOs.
- Continued to participate with Committee on Instruction and the Academic Senate in discussions on further integrating diversity into the curriculum.
- Listed on the ASCSM website all student clubs.
- Collaborated with instruction and others to present a variety of lectures on aspects of diversity, e.g. Multicultural Center and DIAG co-sponsored lecture by Dr. Carlos Cordova which focused on Central American immigrants in the Bay Area.

- Provided cross-cultural club events for students such as: “A Taste of Culture”, “Persian Culture Days”, “Noche Caliente”, “Cinco de Mayo”, etc.
- Provided opportunities through the International Student Center for the CSM community to exchange information and ideas: e.g. salad bowl luncheon, speakers, and brown bag-chat room discussions.

#### **GOAL 4 – Assessment**

College of San Mateo, through campus-wide dialogue, will articulate, measure and use student learning outcomes to shape curricular, programmatic and institutional transformations.

- Participated on the College Assessment Committee and in college-wide assessment workshops.
- Documented the history of SLOs in student services; reviewed SLOs for each student services area; incorporated a summary of SLO assessment and implications into program review; and published student services SLOs on the assessment website.

#### **GOAL 5 – Staff Recruitment, Retention, Development and Recognition**

College of San Mateo will recruit, select, retain, develop, and recognize faculty, staff and administrators to advance the mission and vision of the college.

- Attended a variety of staff development activities including service learning workshop for northern California schools; San Mateo ombudsman workshop on senior care advocacy; course on infectious diseases; conference on health services for community colleges; CACCRAO conference; CCCApply user’s workshop; consortium of Bay Area psych services programs; Bay Area learning communities consortium; CA coop education and internships conference; CA placement association conference; northern CA coop meeting; Museum of Tolerance; UC & CSU conferences for counselors and transfer center coordinators; Hispanic higher education conferences; NCSL leadership institute and conference; DIAG lectures; EOPS/CARE conference; CalWORKs and TANF reauthorization workshop; ensuring transfer success conference; CSSO-sponsored staff leadership conference; and CSSO regional workshop and state-wide conference.
- Planned and participated in the annual student services Leads retreat.
- Employed nine new classified staff reflecting African-American, Korean, Latino, Filipino, Tongan, and White ethnicities.
- Recruited adjunct faculty and interns to add to the diversity of staff, including two who are bilingual in Chinese and Spanish.
- Recognized staff in the following ways: in the monthly Student Services Updates; by recognizing service contributed to the community by CSM employees; through nomination of DIAG for the state-wide Rice Diversity Award.

- Partnered with the following colleges/agencies/businesses on projects/services: City College of San Francisco, Notre Dame de Namur University, San Jose State University; State Chancellor's Office, Youth Community Services; XAP Corporation, Sungard.
- Provided in-service to CRER instructors who met in the Spring 2006 to discuss curricula, class materials and resources.

### **GOAL 6 – Institutional Planning and Resources**

College of San Mateo will continue implementing its strategic planning model and will maintain institutional health and growth by generating and allocating resources based on institutional plans, which include educational and organizational outcome measures.

- Worked with various staff to tailor a mechanism to capture student comments on programs and services via a feedback button on each student services area website.
- Devised various means to obtain more feedback from students; e.g. incentives (Health Fair); imbedded within class evaluations (Coop & Student Employment); and contained in information materials (CSM Connects).
- Mailed information to high school students to help promote re-enrollment into concurrent enrollment or PEP; included in the mailing a card encouraging students to go online to complete the concurrent enrollment online survey.
- Developed a revised student services student learning outcomes template.
- Completed 2005-06 program reviews for each student services unit.
- Continued to participate in the College's self-study; in 05-06 a total of 18 student services administrators, faculty and staff served on standards committees.

### **GOAL 7 – Facilities**

College of San Mateo, with the resources allocated from the bond and other sources, will create a vibrant and innovative learning environment that enables the college to offer a variety of programs and services.

- Identified, remodeled and occupied swing space to house career, employment, coop and CSM Connects.
- Completed the remodel of the MML Child Development Center.
- Redefined and expanded the scope of the student services consolidation project from remodeling Bldgs. 1, 5 and 6 to erecting a new Student Services building to house all student services in a "one stop shop".
- Developed plans for a financial aid outreach center in Bldg. 5.
- Identified space in Bldg. 5 for Alpha Gamma Sigma to provide tutoring services to students.

- Participated actively in the process to update the 2001 Facilities Master Plan, primarily through consultation by Steinberg Architects with the Student Services Leads
- Served on task forces related to certain aspects of the Master Plan i.e. ADA, way-finding and parking.

W - SS Leads: 05-07 Plan. Doc. Accompl in 05-06 – 7-13-06  
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