

SSPD
(Student Services Planning Document)
2005-07 (October 3, 2006)

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.

No.	ACTION STEP	TIMEFRAME	LEAD
1.	Listen to the student by using focus groups and student surveys for the purpose of identifying the <i>existing and</i> evolving needs and expectations of students	<i>Ongoing</i>	Steve Robison John Sewart <i>Martin Bednarek</i>
2.	Develop a global sensitivity by creating a welcoming and supportive environment and by providing cross-cultural learning opportunities for staff and students	<i>Ongoing</i>	<i>Martin Bednarek</i> Steve Robison Henry Villareal
3.	Collect and analyze information from student satisfaction surveys and program reviews to improve programs and services to students	Annually	Leads Managers
4.	Continue to develop, provide and assess CRER curricula to meet the needs and expectations of students	Annually	Counselors Marsha Ramezane
5.	Monitor UC and CSU transferable courses to ensure articulation with public and private universities	<i>Annually</i>	John Sewart
6.	Expand the number of TAA agreements, <i>including one with UCLA by Spring 2007</i>	Ongoing	Mike Mitchell Marsha Ramezane <i>John Sewart</i>
7.	Continue to strengthen transfer information throughout the greater CSM community through outreach efforts and data reports	<i>Annually</i>	Steve Morehouse John Sewart
8.	Initiate outreach efforts that focus on workforce preparation and personal development in addition to transfer planning	Ongoing	Counselors Faculty Advisors Steve Morehouse Eileen O'Brien
9.	Expand online services to better serve students	Ongoing	Leads
10.	Exchange ideas/information between student services and instruction (e.g. LCOM, Honors, course request patterns)	Ongoing	VPSS Marsha Ramezane Henry Villareal
11.	<i>Continue to strengthen and promote transfer information by capturing such data for marketing purposes</i>	<i>Annually</i>	<i>John Sewart</i>

GOAL 2 – Enrollment Management

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

No.	ACTION STEP	TIMEFRAME	LEAD
1.	Increase enrollment through general community outreach, e.g. specialized mailings, college fairs at local companies and shopping malls, etc.	Ongoing	Eileen O’Brien Danita Scott-Taylor Laura Skaff Henry Villareal
2.	Develop a retention program for one or more groups of at-risk students	Ongoing	Leads Danita Scott-Taylor
3.	Survey students who do not continue at CSM using mail, focus group, phone calls, etc. to determine reasons for leaving and to offer CSM resources to them if/when they return	Biannually	Leads John Sewart
4.	Continue to improve PEP	Annually	Counseling Leads Marsha Ramezane
5.	Encourage faculty/staff to identify current and alumni student success stories for profiling in local newspapers, campus brochures, on the web and in public forums, etc.	Ongoing	Leads Managers

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.

No.	ACTION STEP	TIMEFRAME	LEAD
1.	Explore the reestablishment of a College Hour <i>with ASCSM and the Academic Senate</i>	Ongoing	Steve Robison Henry Villareal ASCSM
2.	Collect existing examples of diversity within the CSM curriculum, analyze the results, and continue the conversations between instruction and student services on further integrating diversity into the curriculum	Ongoing	VPSS Leads Student Support Team ASCSM DIAG
3.	Expand opportunities for instruction and student services to further collaborate using diversity events to do so	Ongoing	Leads Student Support Team Steve Robison ASCSM DIAG
4.	Promote visibility of diverse student organizations via the student activities website	Ongoing	Fauzi Hamadeh Steve Robison

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.

	ACTION STEP	TIMEFRAME	LEAD
1.	Publish student services SLOs on the assessment website	<i>Ongoing</i>	John Sewart
2.	Continue to maintain a student services presence on the College Assessment Committee	Ongoing	VPSS
3.	Continue to participate in the development and discussion of SLOs and in training to assess the SLOs	Ongoing	VPSS Leads Managers
4.	Continue to revise the program review process to better incorporate SLOs/assessments	Ongoing	Leads Managers John Sewart
5.	Use SLO outcomes/assessments to enhance existing programs and <i>services</i>	Ongoing	Leads Managers

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.

	ACTION STEP	TIMEFRAME	LEAD
1.	Continue our commitment to encourage and support the selection of diverse student services faculty, administrators, and support staff who reflect the diversity of the student population	Ongoing	Leads Managers
2.	Establish a mechanism to recognize each employee and foster a sense of community	Ongoing	Leads Managers
3.	Highlight individual faculty and staff and their job-related accomplishments	Ongoing	VPSS Managers
4.	Explore creative cost effective ways for staff/faculty to access professional development opportunities, especially those that focus on diversity	Ongoing	Managers
5.	Develop partnerships with a wide variety of community agencies/organizations to promote CSM as a personally and professionally fulfilling place to work	Ongoing	Leads Managers

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.

	ACTION STEP	TIMEFRAME	LEAD
1.	Continue to conduct regularly scheduled program reviews	Ongoing	VPSS Leads Managers
2.	Participate in the accreditation self-study process	Ongoing	VPSS Leads Managers
3.	Continue to assess student learning outcomes for each student services unit and use these, when possible, to identify action plans and allocate resources	Ongoing	Leads Managers
4.	Seek ways to increase and expand student survey responses in order to obtain both a larger pool and to extract student satisfaction data and learning outcome information	Spring 2006	Leads John Sewart

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.

	ACTION STEP	TIMEFRAME	LEAD
1.	Work with leads, architects, construction management and district staff to modify plans as needed for the consolidation of student services in one adjacent location(s)	Ongoing	VPSS Leads
2.	Keep student services informed on the process/progress of the consolidation of student services	Ongoing	VPSS
3.	Provide ADA, technology and other expertise as needed to inform the planning process	Ongoing	VPSS Danita Scott-Taylor Eric Raznick