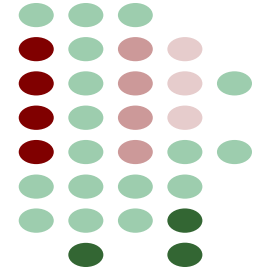




2016/2017 Action Plan

San Diego Community College District

District Student Services Division



September 2016

Student Services Division

Mission

District Student Services ensures continuity of service delivery among the colleges and continuing education with respect to various programs and services, as well as policies and procedures. Our goal is to provide students with a positive educational experience by maintaining consistency of processes, access to information and resources as well as support services. The office also ensures compliance with State and Federal laws and regulations. Responsibilities of the department include services to students with disabilities, outreach to high schools and the community, supporting the college departments, administration of the student information system as well as maintaining and processing all permanent academic records and information related to students.

Core Values

TO ensure consistency and quality of student services processes for all students, districtwide.

TO ensure that all information communicated to the college community is clear, accurate, timely and meaningful.

TO ensure compliance with all state and federal laws pertaining to students and student records.

TO foster a collaborative team effort in student services, districtwide, to provide excellent services to students.

TO ensure integrity and accountability in the application of policies and procedures so that all students are treated fairly and equitably.

Overarching Goals

1. Deliver timely and accurate support services to all students to ensure equity in student success.
2. Ensure compliance and timely response to State mandates.
3. Provide leadership, expertise and support to the college community.
4. Employ high quality and integrity standards in processes for generating, managing and using data and information.

Mission

District Student Services ensure continuity of service delivery among colleges and continuing education with respect to various programs and services, as well as policies and procedures.

Core Values

1. Consistency and Compliance
2. Quality of services
3. Integrity/Ethics
4. Accountability
5. Continuous Improvement
6. Innovative ideas for future planning

Action Plan 2016-2017

Goals	Key Activities	Indicators & Measures
<p>1. Ensure compliance and timely response to State & Federal mandates. Examples: MIS reporting, Title 5, SB1456 etc.</p> <p>(Division Goal 2)</p>	<p>1.1. Analyze, plan, design, and respond to statewide mandates. 1.2. Test, train, communicate, and implement State mandates for Student Services including the new MIS Date Elements, SB 1456, and Student Success & Support Program (3SP) requirements for Continuing Education; Common Assessment, etc.</p>	<p>1.1. 2016/17 projects successfully implemented and/or processes changed. (e.g., zero rejects in MIS submission) within scheduled time-frame and budget. 1.2. All scheduled trainings completed. 1.3. All reports to the State submitted on time. 1.4. Zero audit exceptions.</p>
<p>2. Improve efficiency through technical solutions. Examples: Interfaces with Administrative System or stand-alone systems.</p> <p>(Division Goal 3)</p>	<p>2.1. Analyze business processes to determine necessary improvements for efficiencies. 2.2. Develop project and implementation plan. Coordinate technical specifications with Information Technology. 2.3. Define and implement State mandates.</p>	<p>2.1. 2016/17 projects successfully implemented and/or processes successfully changed within scheduled timeframe and budget. 2.1.2. Develop and maintain training manuals and/or user guides. 2.2. Soliciting information from colleges and debriefing after project implementation. 2.3 Coordinate efforts with the colleges.</p>
<p>3. Provide leadership and expertise to the college community.</p> <p>(Division Goal 3)</p>	<p>3.1. Communicate effectively and maintain consistency in the interpretation and application of district policies & procedures. 3.2. Recommend changes to district policies approved by Board of Trustees. 3.3. Recommend improvement to district procedures. 3.4. Respond to requests/inquiries/training needs. 3.5. Provide necessary forms and documentation to ensure business processes are clear and efficient.</p>	<p>3.1. Ensure the business processes are clearly articulated and defined. 3.4. Respond to inquiries and training needs for Student Services district-wide. 3.5. Compliance and distribute operating procedures and supporting documentation prior to implementation.</p>
Goals	Key Activities	Indicators & Measures
<p>4. Provide leadership and guidance to support a new</p>	<p>4.1. Identify and communicate new business processes and future unsupported business processes in</p>	<p>4.1.1. Identify current and new business processes for Student Services functionality and specifications.</p>

Administrative System
(PeopleSoft).

(Division Goal 3)

anticipation of a new Administrative System.

4.1.2 Testing of conversion, configuration, customizations, user acceptance and ongoing system integration.

4.1.3 Training of users to include User Productivity Kit and training materials.

4.1.4 Communication Plan to students, faculty and staff on new Administrative System.

4.1.5 Develop accurate and comprehensive security set up and processes post go live.

4.1.6 Identify ongoing support, maintenance and processes for the Campus Solutions system.

4.1.7. Coordinate the implementation of Campus Solutions.

4.1.2. Ensure all current functionality is identified and mapped out in new Administrative System.

4.1.3 Training and reference materials provided to the college community.

4.1.4 Students, faculty and staff have an understanding of the new business processes and system.

4.1.5 Faculty and staff have the appropriate security.

4.1.6, 4.1.7. Stabilization, cross-training or workload shift to support staff involved in the Campus Solutions Administrative system implementation.

Disability Support Programs and Services – Action Plan | **2016-2017**

Mission

DSPS assists colleges to provide services and accommodations for students with disabilities to support their student success and to meet the requirements of federal and state non-discrimination laws. The district component assures that policies and procedures are applied equitably at all colleges and continuing education. When efficient, the district supports services district-wide, instead of by the location, in order to meet the needs for accommodations of students with disabilities.

Core Values

1. Equal Access
2. Integrity
3. Collegiality
4. Communication
5. Universal design and innovation

Disability Support Programs and Services – Action Plan | 2016-2017

Action Plan 2015/16

Goals	Key Activities	Indicators & Measures	Outcomes
<p>1. Develop replicable processes for providing timely services and programs district-wide</p> <p>(Division Goal 1)</p>	<p>1. Develop and review policies and procedures to meet the changing laws and regulations that support services for students with disabilities - policies for this year include: Academic Accommodations with Disability Discrimination; Service Animals; and Study Abroad.</p>	<p><i>Access</i></p> <p>1.1. Finalize work with legal services (504 Officers and Site Compliance Officers) to update procedures for Academic Accommodations with Disability Discrimination, establish web presence, and present trainings to employees and students</p>	<p>1.1 Final drafts to OCR in June, 2016; adjustments in process with website, trainings in Fall 2015 will be scheduled again when final approval received from OCR</p>
		<p>1.2. Provide districtwide support for search for Title IX Coordinator and remodel of space in room 275</p>	<p>1.2 Remodel of DO 275 completed February , 2016 and Title IX Coordinator hired/started 3/2016</p>
		<p>1.3. Evaluate use of Study Abroad processes for reasonable accommodations of students with disabilities.</p>	<p>1.3 Completed evaluation with Risk Management; writing procedure</p>
		<p>1.4. Update policies and procedures for DSPS to align with new Title V regulations; weights and allocations, and Student Services Automated Report for the Community College (SSARCC)</p>	<p>1.4 This work is in process along with 1.1 (Policy/Procedures) and new budget reporting being piloted while awaiting Peoplesoft report for SSARCC report.</p>
<p>2. Employ high quality and integrity standards in processes for generating and managing data and information related to DSPS services and budget allocations</p>	<p>2. Develop internal timelines for aligning internal transition to ERP and Title V regulation changes for DSPS.</p>	<p><i>Efficiency</i></p> <p>2.1. Participate in statewide trainings on new Title V regulations; new allocations and weights and SSARCC trainings.</p>	<p>2.1 Coordinated local training for Region 10 in January for Title V; local training on Allocations, Weights and SSARCC in process pending CCCCCO direction</p>
		<p>2.2. Evaluate Student Equity plans use of DSPS disparate impacts as appropriate.</p>	<p>2.2 DSPS has been included in colleges Student Equity plans and funds provided to meet appropriate impacts (see colleges for specifics)</p>

Disability Support Programs and Services – Action Plan | 2016-2017

(Division Goal 4)

2.3 Evaluate and identify funds to implement database for DSPTS information; Clockwork or similar system.

2.3 Purchased Clockwork for districtwide use of record keeping and data reporting of state components

2.4 Work with Business Office to develop better reporting throughout the year in preparation for SSARCC EOY report.

2.4 DSPTS developed excel system to pilot collection of budget data until Peoplesoft can provide similar report to meet SSARCC EOY report

Customer Satisfaction

2.4. Complete development of student information for website on academic accommodations & disability discrimination and service animals.

2.4 Current website information met needs for approved policy and procedures, but will be updated when final OCR approval is received.

2.5. Evaluate impact of new appeal process for DSPTS student's priority.

2.5 Evaluation has not been done on this component, will include with next year's plan

Disability Support Programs and Services – Action Plan | 2016-2017

Goals	Key Activities	Indicators & Measures	Outcomes
<p>3. Practice effective communication with college community to assure student access in all programs and services</p> <p>(Division Goal 1)</p>	<p>3. Strategic participation in district-wide committees to represent DSPTS issues throughout the colleges and continuing education, such as: Disaster & Safety, Management Council, Distance Ed., and DSPTS Council.</p>	<p><i>Innovation and development</i></p> <p>3.1. Attend 100% of Disaster & Safety Comm. meetings and respond to written documents.</p> <p>3.2. Attend/monitor DE meetings to provide feedback & response to access needs.</p> <p>3.3. Advocate for DSPTS needs as budget is restored, including district office support</p> <p>3.4. Evaluate impact of new funding model due to statewide changes in Title V and weights and allocations.</p>	<p>3.1 Attended and provided input on all meetings in 2015/2016</p> <p>3.2 Attended or monitored activity of the DE meetings and provided responses as needed.</p> <p>3.3 Advocated for the filling of many districtwide positions under DSPTS, including my replacement which is in process.</p> <p>3.4 Funding model is still in process at the CCCCCO and will evaluate impact next year as part of District plan.</p>
<p>4. Seek to improve professional skills of DSPTS personnel and the college community that it serves</p> <p>(Division Goal 4)</p>	<p>4. Support professional training and statewide participation in organizations that support access issues for students with disabilities such as; DHH and Mental Health</p>	<p><i>Innovation and Development</i></p> <p>4.1. Attend meetings for DHH, MH, CSSO/CIO and CAPED on state funding and implementation needs.</p> <p><i>Communication</i></p> <p>4.2. Continue ongoing meetings for managers, faculty, and administration as needed related to DSPTS and Title V changes.</p>	<p>4.1 No meetings held for DHH or MH. Attended CAPED and statewide DSPTS Regional meetings as advocate on funding and timelines for implementation</p> <p>4.2 Held one meeting with VPSS; but structure has changed and DSPTS now reports to Deans as each college (no structure for meetings determined at this time due to dean vacancies). Meetings for managers and faculty coordinators have continued on a monthly basis throughout the year.</p>

Disability Support Programs and Services – Action Plan | 2016-2017

<p>5. Seek external funding to support disability accommodation needs of students (Division Goal 1)</p>		<p>4.3. Support attendance for coordinators and supervisor for professional development opportunities.</p>	<p>4.3 Coordinators attended CAPED and volunteered as it was a local conference this past year. (DSPA throughout district was well represented for trainings)</p>
	<p>5. Develop and maintain grants and contracts to support identified needs in the program in WorkAbility III, College to Career (C2C) and CalWORKs.</p>	<p><i>Growth & Development</i> 5.1. Support WAIII outcomes for job placement. 5.2. Review & monitor functions of CalWORKs and revised documentation needs</p>	<p>5.1 WAIII outcomes are aligned well with DOR goals, although funding is tight with district increases. 5.2 CalWORKs contract received positive audit and continues to be renewed for another year. Use of new OCAT is still slow with the agencies.</p>
		<p>5.3. Support College 2 Career grant site visit this year; support increased outcomes for job placement.</p>	<p>5.3 C2C site visit postponed until 2016-2017; has had placements, but they continue to be low; funding is lacking to support goals due to district increases.</p>

Mission

Our mission is to provide exceptional service and quality support to the SDCCD academic community, with a particular emphasis towards processes related to student academic records. Our office ensures the accuracy, integrity, and privacy of student records in accordance with federal and state regulation.

Core Values

1. Teamwork
2. Quality Service-Oriented
3. Integrity/Ethics
4. Consistency and Compliance
5. Accountability
6. Innovation-driven

Action Plan 2016-17

Goals	Key Activities	Indicators & Measures
<p>1. Increase numbers of degrees and certificates awarded</p> <p>(Division Goal 1)</p>	<p>1.1. Review barriers to student graduation and recommend solutions.</p> <p>1.2. Review and implement changes to Graduation process provided from Research survey.</p>	<p>Quality of Service and Timeliness</p> <p>1.1. Modifications to degree and certificate program requirements.</p> <p>1.1.2 Develop process for course substitutions for deactivated courses.</p> <p>1.2. Increase graduation rates each semester.</p> <p>1.3. Improve evaluation services for a more effective graduation evaluation process.</p>
<p>2. Implement and monitor the Advising and Graduation modules of Campus Solutions (PeopleSoft)</p> <p>(Division Goal 1)</p>	<p>2.1. Develop, configure, implement and monitor the Advising and Graduations modules within Campus Solutions.</p>	<p>2.1.1. Evaluate current business processes.</p> <p>2.1.2. Develop a new user manual and business processes.</p> <p>2.1.3. Configure Campus Solutions to work for Advising and Evaluations.</p> <p>2.1.4 Develop Campus Solutions training materials and train staff and counselors districtwide.</p>
<p>3. Improve communications and build relationships with college</p> <p>(Division Goal 3)</p>	<p>3.1. Maintain evaluations website (ongoing and annual).</p> <p>3.2. Provide training via Vice Chancellor.</p> <p>3.3. Invite Counseling Supervisors and Instructional Services to Evaluators Subcommittee.</p> <p>3.4. Stay involved in curriculum (input).</p> <p>3.5. Support implementation of SB 1456 (Student Success & Support) and SB 1440 (Associate Degree for Transfer).</p>	<p>3.1. Add information regarding new statewide initiatives to website (i.e., SB1440 and SB 1456).</p> <p>3.2. Update and distribute evaluations business processes.</p> <p>3.2.1. Monthly subcommittee meetings.</p> <p>3.3. Confer with Instructional Services to clarify intent of approved programs in the catalog.</p> <p>3.4. Serve and provide input on district wide catalog committee.</p> <p>3.5. Develop efficient processes for transcript evaluation.</p>
<p>4. Foster a positive work environment with shared vision and increased expert-base</p> <p>(Division Goal 3)</p>	<p>4.1. Cross-training of duties/responsibilities amongst evaluators and student records staff.</p> <p>4.2. Develop districtwide standard operating procedures.</p> <p>4.3 Conduct regularly scheduled meetings with evaluators.</p>	<p>4.1. Promote teamwork and involvement in assignments/projects.</p> <p>4.2. Develop and update desk manual outlining procedures to serve as a resource to new/current evaluators.</p> <p>4.3 Continue weekly meetings.</p>

Mission

The primary purpose of the Office of Institutional Research and Planning is to support the on-going planning, policy and decision-making efforts throughout the District by providing data and information for managing and maintaining the quality and effectiveness of programs and services. The Office of Institutional Research and Planning also provides information that is mandated by external accrediting agencies and legislative bodies and serves as a primary source for information on institutional effectiveness at SDCCD.

Core Values

1. Integrity
2. Quality
3. Collaboration
4. Communication
5. Innovation

IRP Goals

1. Deliver timely and relevant data and information to the three colleges, Continuing Education, the District, and the community
2. Employ high quality standards of integrity in processes for generating and managing data and information.
3. Promote a culture of evidence, inquiry, and action that builds communities of sophisticated users of data and information.
4. Perform professional research functions in a collaborative and supportive manner.
5. Continually seek to improve services through creative and innovative ways that advance research methodology and reporting.

Student Services Division Goals

1. Deliver timely and accurate support services to all students to ensure equity in student success.
2. Ensure compliance and timely response to State mandates.
3. Provide leadership, expertise and support to the college community.
4. Employ high quality and integrity standards in processes for generating, managing and using data and information.

Institutional Research and Planning – Action Plan | 2016-2017

Goals	Key Activities	Indicators & Measures
<p>1. Deliver timely and relevant data and information to the three colleges, Continuing Education, the District and the community</p> <p>(Division Goal 1)</p>	<p>1.1. Provide regular and recurring institutional reports (i.e., Fact Book, Basic Skills, HS Pipeline, surveys), as well as ad hoc requests.</p> <p>1.2. Post major reports and briefings on website in a timely manner.</p>	<p>Customer Satisfaction/Feedback</p> <p>1.1.1. Feedback from research report end-users on usefulness of recurring reports (e.g., DSPTS).</p> <p>1.1.2 Assess quantity and use of website.</p> <p>1.2. Current postings of information and maintenance of the IRP webpage.</p>
<p>2. Employ high quality and integrity standards in processes for generating and managing data and information.</p> <p>(Division Goal 4)</p>	<p>2.1. Ensure that all projects run through the same rigor of quality using validation check system.</p> <p>2.2. Develop and update project plans or proposals for all major projects.</p> <p>2.3. Ensure that all standard office syntax, operational definitions, DED, master templates, and Read Me docs are regularly maintained.</p> <p>2.4 Maintain and enhance SDCCD Datamart.</p>	<p><i>Accuracy & Relevancy of Information</i></p> <p>2.1.1 Implementation of data validation and continuous quality improvement processes and procedures on all reports using the checklist and master templates.</p> <p>2.1.2 Number and quality of resolution on items in the CQI Control Log.</p> <p>2.2. Development of project plans on all major reports.</p> <p>2.3. Scheduled reviews and updates of syntax, operational definitions, DED, Read Me docs, and master templates.</p> <p>2.4. Add and modify data elements and tables.</p>
<p>3. Promote a culture of evidence, inquiry, and action that builds communities of sophisticated users of data and information.</p> <p>(Division Goal 3)</p>	<p>3.1. Respond to requests in a timely manner.</p> <p>3.2. Continue to engage colleges and CE constituencies in data usage through various activities and strategies (e.g., briefings, interactive group discussions, facilitated discussions, workshops, training, info sessions, data summits, and Research Times brief).</p>	<p><i>Culture of Evidence, Inquiry and Action</i></p> <p>3.1. Number, variety and timeliness of information.</p> <p>3.2.1 Number and variety of ways in which information is shared, distributed and discussed.</p> <p>3.2.2 Balance of information: quantitative/qualitative information, as well as enrollment, student outcomes, productivity, customer satisfaction, and accountability.</p>

Institutional Research and Planning – Action Plan | 2016-2017

Goals	Key Activities	Indicators & Measures
<p>4. Perform professional research functions in a collaborative and supportive manner.</p> <p>(Division Goal 3)</p>	<p>4.1. Build teamwork, skills, and knowledge by providing multiple and varied opportunities for all to support, collaborate, and lead IRP projects.</p> <p>4.2. Work with Districtwide Research Committee to modify and enhance the districtwide research infrastructure.</p>	<p><i>Competency and Teamwork</i></p> <p>4.1. Cross-train all IRP staff by engaging in a variety of mix of projects and roles (lead and support) per team member.</p> <p>4.1.2 Team building and supervisory training.</p> <p>4.2.1 Regular meetings, and completed agenda items.</p>
<p>5. Continually seek to improve services through creative and innovative ways that advance research methodology and reporting.</p> <p>(Division Goal 4)</p>	<p>5.1. Participate in the implementation of PeopleSoft.</p> <p>5.2. Develop shadow datamart using MIS referential files.</p> <p>5.3. Staff will keep up-to-date with IR profession via, conferences, trainings, workshops, journals, Researchers Regional meetings, webinars, IT Toolbox, etc.</p>	<p><i>Innovation and Growth</i></p> <p>5.1. Participate in PeopleSoft training and development.</p> <p>5.2. Backup ten or more years of tables and files.</p> <p>5.3. Number of trainings, conferences, workshops, etc., and number of staff attending and presenting.</p>

Outreach & Pre-enrollment Services – Action Plan | **2016-2017**

Outreach Mission

The district component of outreach works with campus outreach programs to develop and implement strategies for student recruitment, retention and success. District outreach serves as a central resource for educating the community including K-12 partners and feeder schools. District outreach supports the colleges by providing outreach publications and recruitment tools.

Support to Special Programs Mission

To provide program support to special college programs, and to facilitate on-going meetings and training opportunities for campus personnel. To assist special programs in the development of consistent, district-wide practices and procedures. To assist special programs in interpreting policy changes and assist with communication to students.

Core Values

1. Impartiality
2. Integrity
3. Collegiality
4. Communication

Outreach & Pre-enrollment Services – Action Plan | 2016-2017

Action Plan 2015-2016

Goals	Key Activities	Indicators & Measures
1. Provide clear and consistent information to feeder high schools regarding pre-enrollment services at each campus.	<p>1.1. Facilitate opportunities for campus outreach programs to review pre-enrollment steps and outreach publications for clarity and consistency across campuses.</p> <p>1.2. Increase communication with high school counselors and other college access partners. (<i>District Office Employee Feedback Survey, pg. 12</i>)</p> <p>1.3. Send District publications, care packages and upcoming event information to head counselors and other access partners.</p>	<p>1.1 Document feedback from college access partners, community organizations and high school counselors regarding clarity of outreach publications.</p> <p>1.2 Document number of counselor contacts made by District and Campus programs (Pathways Newsletter, Counselor Breakfast etc.)</p> <p>1.3 Document the number of publications, care packages, and event information sent and counselor response.</p>
2. Streamline participation in community and high school events and to feeder schools to avoid duplication of services.	<p>2.1 Develop and maintain a District-wide outreach calendar for campus and District Outreach programs to input events.</p> <p>2.2 Identify Ambassador service areas for staffing at community events.</p>	<p>2.1 Document number of workshops, presentations, and outreach activities provided and approximate number of students who receive information.</p> <p>2.2 Document the number of ambassador used to staff community events by region</p>
3. Support professional development and training for student ambassadors	<p>3.1 Provide leadership to campus outreach programs in developing a Code of Conduct for ambassadors.</p> <p>3.2 Host District-wide Ambassador training to cross-train ambassadors and introduce ambassador Code of Conduct.</p>	<p>3.1 Document feedback from end-of-the-year ambassador survey.</p> <p>3.2 Document feedback from surveys regarding relevancy of training information.</p>
4. Support the development of the CE Outreach program.	<p>4.1 Identify feeder schools/community organizations that feed into CE. (<i>District Office Employee Feedback Survey, pg. 5, page 15</i>)</p> <p>4.2 Serve on planning committee for CE Day.</p>	<p>4.1 Develop a list of feeder schools and community organizations dedicated to CE. Include in feeder-school report.</p> <p>4.2 Document progress, successes and challenges of CE Day.</p>

Outreach & Pre-enrollment Services – Action Plan | 2016-2017

Goals	Key Activities	Indicators & Measures
5. Develop on-going communication with District Alumni	<p>5.1 Develop a comprehensive understanding of Alumni Connections database.</p> <p>5.2 Develop Alumni newsletter that will be sent out quarterly. Coordinate with Office of Communication and Public Relations on regular Alumni mailings.</p> <p>5.3 Develop an Alumni survey to gain perspective of the type of information that Alumni find useful.</p> <p>5.4 Connect with graduates during commencement by tabling at GradFest and providing Alumni keychain give-a-ways.</p>	<p>5.1 Document number of students in database and communications sent to Alumni.</p> <p>5.2 Document feedback regarding the newsletter from Alumni, faculty, staff and students.</p> <p>5.3 Analyze survey results and implement feedback in future newsletters.</p> <p>5.4 Document number of student contact made during tabling events</p>
6. Provide effective leadership and advisement to United Student Council.	<p>6.1 Provide clear direction and guidance to student trustees.</p> <p>6.2 Communicate effectively with student trustees to ensure expectations for summer.</p> <p>6.3 Ensure student trustee role is clear for prospective candidates.</p> <p>6.4 Secure student representation on various District committees.</p>	<p>6.1 Accomplishment of student trustees' stated goals.</p> <p>6.2 Attend all USC meetings. Sitting trustee attends all board meetings. Develop presentation for AS President Candidates, prospective student trustees clearly outlining their role.</p> <p>6.4 Student representation in place for current academic year.</p>
7. Provide effective leadership and advisement to United Student Council.	<p>7.1 Provide clear direction and guidance to student trustees.</p> <p>7.2 Communicate effectively with student trustees to ensure expectations for summer.</p> <p>7.3 Ensure student trustee role is clear for prospective candidates.</p> <p>7.4 Secure student representation on various District committees.</p>	<p>7.1 Accomplishment of student trustees' stated goals.</p> <p>7.2 Attend all USC meetings. Sitting trustee attends all board meetings. Develop presentation for AS President Candidates, prospective student trustees clearly outlining their role.</p> <p>7.4 Student representation in place for current academic year.</p>
9. Increase knowledge of Veteran Student policies and practices.	<p>9.1 Take advantage of conferences/workshops to learn about special programs for Dean and staff.</p>	<p>9.1 Document number and frequency of conferences/workshops attended.</p>

Outreach & Pre-enrollment Services – Action Plan | 2016-2017

Goals	Key Activities	Indicators & Measures
10. Coordinate Pre-enrollment services (orientation, assessment, counseling, advising) with feeder high schools, community groups and special populations.	10.1 Support feeder high schools and special populations (Foster Youth, Veterans, Charter Schools, etc.) with pre-enrollment services. (<i>District Office Employee Feedback Survey, pg.17</i>)	10.1 Develop workshops and presentations regarding orientation, assessment, counseling and advising for new and prospective students.

Mission

Our mission is to provide exceptional service and quality support to the SDCCD academic community, with a particular emphasis towards processes related to student academic records. Our office ensures the accuracy, integrity, and privacy of student records in accordance with federal and state regulation.

Core Values

1. Teamwork
2. Quality Service-Oriented
3. Integrity/Ethics
4. Consistency and Compliance
5. Accountability
6. Innovation-driven

Action Plan 2016-2017

Goals	Key Activities	Indicators & Measures
<p>1. Continually seek new and innovative ways to use emerging technology to increase productivity and enhance efficiency, convenience, and accuracy of our services.</p> <p>(Division Goal 1)</p>	<p>1.1. Implement Credentials, Inc 1.2. Implement Campus Solutions. 1.3. Support the use of CCCApply.</p>	<p>1.1. Implement Credentials Inc for processing transcripts with the Campus Solutions implementation. 1.2. Provide districtwide training and support for a successful Campus Solutions Implementation. 1.3 Staff trained on the use of CCCApply and become experts in troubleshooting for students and the college staff.</p>
<p>2. Deliver timely and accurate service to students.</p> <p>(Division Goal 1)</p>	<p>2.1. Update web postings, links, and phone recordings regarding transcript ordering, policy, and transcript fees for Campus Solutions. 2.2. Adapt to new procedures for posting of prerequisites in Campus Solutions. 2.3. Support transcript processing for SB1440 by adding an electronic notification of awarded ADT degree.</p>	<p>2.1. Involve staff in developing new content related to Campus Solutions. 2.2. Develop training calendar to ensure prerequisites are posted correctly. 2.2.1. Develop new business processes for Campus Solutions. 2.3.1 Explore adding the ADT award field with Credentials Inc.</p>
<p>3. Foster a positive work environment with shared vision and increased expert base.</p> <p>(Division Goal 3)</p>	<p>3.1. Cross-training of duties/ responsibilities amongst staff. 3.2. Involve staff in testing new programs for implementation. 3.3. Ensure adequate office coverage and accountability.</p>	<p>3.1.1. & 3.3.1. Involve and engage staff in developing new business process with Campus Solutions. 3.1.2. & 3.2.1. Promote teamwork and involvement in assignments/projects. 3.1.3. & 3.3.2. Update and distribute desk manuals outlining procedures to serve as a resource to new/current employees. 3.2.2. Staff involvement in developing standard operating procedures for new processes.</p>

Student Records – Action Plan | 2016-2017

Goals	Key Activities	Indicators & Measures
<p>4. Adhere to high standard and practice of maintaining the confidentiality of student records.</p> <p>(Division Goal 2)</p>	<p>4.1. Ensure FERPA compliance when handling in-person or phone inquiries, authorizations, subpoenas, verifications, and transcript requests.</p> <p>4.2. Ensure accurate maintenance records for audit.</p> <p>4.3. Increase the number of confidential documents imaged.</p>	<p>4.1.1. & 4.2.1. Consistent practice of appropriate security measures to preserve the confidentiality and integrity of student records. Annual update of the Records Retention Manual.</p> <p>4.1.2. Protect confidential information from unauthorized access, use, or disclosure. Review FERPA requirements annually. Attend webinar's when available.</p> <p>4.2.2. Proper disposal of all sensitive material when no longer in use.</p> <p>4.2.3. Monitor process to ensure accurate and timely record keeping. (Late/missing grades.)</p> <p>4.2.4. Maintain and image forms in a timely manner.</p>

Mission

The primary purpose of the Title IX Compliance Office is to coordinate the District’s compliance with Title IX of the Educational Amendments of 1972 and the Violence Against Women Act through targeted prevention activities, the promotion of education, and comprehensive responses to relevant notifications. The Title IX Compliance Office also assists in the development of District Policy and Procedure responsive to the evolving regulatory landscape.

Core Values

1. Empathy
2. Professionalism
3. Responsiveness
4. Compliance
5. Equity

Action Plan

Goals	Key Activities	Indicators & Measures
<p>1. Conduct District activities in compliance with the requirements of Title IX and the Violence Against Women Act.</p>	<p>1.1. Revise District Policies and Procedures to reflect current law, guidance, and best practices associated with Title IX and VAWA.</p> <p>1.2. Conduct District activities in concert with revised Policies and Procedures.</p> <p>1.3. Conduct outreach activities designed to inform staff and students of the requirements of Title IX.</p>	<p>1.1.1. Complete revision of District Policies and/or Procedures 3100, 3100.2, 3410, 3430, 3435, and 3540.</p> <p>1.1.2. Analysis of propriety of deviations from model policies available through professional organizations.</p> <p>1.2.1. Assessments of completed Title IX cases for deviations from Policy or Procedural requirements.</p> <p>1.3.1 Monitor volume of Title IX reports as outreach activities continue.</p> <p>1.3.2. Origins of Title IX reports and feedback from reporters on the ease with which relevant information could be accessed.</p>
<p>2. Support the non-discrimination of transgender students and staff.</p>	<p>2.1. Monitor and implement the latest federal and state legal guidance.</p> <p>2.2. Update District practice concerning the use of facilities by transgender students and staff.</p>	<p>2.1.1. Assessment of District non-discrimination activities in comparison with those of other California institutions.</p> <p>2.2.1. Board consensus on any updates to the use of facilities by transgender individuals.</p> <p>2.3.1. Monitor the volume of reports from transgender</p>

Title IX Compliance Office | **2016-2017**

	<p>2.3. Promote a culture of tolerance whereby transgender students and staff feel comfortable while participating in District activities.</p> <p>2.4. Conduct outreach activities designed to inform students and staff of best non-discriminatory practices and legal requirements.</p>	<p>individuals alleging discriminatory activity by the District or by other individuals on campus.</p> <p>2.4.1. Quantity of individuals reached by different outreach modes and need for additional outreach activities in given modalities.</p>
<p>3. Distribute accurate, timely, and useful information concerning Title IX.</p>	<p>3.1. Create a comprehensive three-year training plan.</p> <p>3.2. Identify potential allies within the District, determine existent resources, and promote joint training efforts.</p> <p>3.3. Canvass publicly available resources that can be adapted and used within the District.</p> <p>3.4. Identify critical constituencies within the District for targeted trainings.</p>	<p>3.1.1. Incorporation of feedback from various campus constituencies regarding the accessibility and utility of offered trainings or need for additional trainings.</p> <p>3.2.1. Number of joint trainings offered and diversity of allies with whom we partner.</p> <p>3.3.1. Feedback from students and staff regarding existing resources of which we are not availing ourselves.</p> <p>3.4.1. Monitor feedback from students and staff for common issues that should be addressed through targeted educational opportunities.</p>
<p>4. Support District Clery Act compliance activities.</p>	<p>4.1. Assume leadership role in creation and distribution of Annual Security Report.</p> <p>4.2. Update standard operating procedures for distributing appropriate warning statements or other required Clery Act notifications.</p> <p>4.3. Facilitate communication between campus police and other District personnel.</p>	<p>4.1.1. Compliant Annual Security Report distributed by October 1.</p> <p>4.2.1. Monitor timeliness of issued notifications and review their content for compliance.</p> <p>4.3.1. Monitor frequency of missed communication opportunities.</p>
<p>5. Enhance functionality and efficiency of the Title IX Compliance Office.</p>	<p>5.1. Establish office protocols that promote effective and efficient workflow.</p> <p>5.2. Establish effective lines of communication with existing District collaborators.</p> <p>5.3. Explore opportunities to increase human resources through internal options or through</p>	<p>5.1.1. Analysis of lost time due to avoidable duplication or delay.</p> <p>5.2.1. Number of established contact lines with campus partners.</p> <p>5.2.2. Analysis of the relationship between the frequency of contacts with campus partners and their priority.</p> <p>5.3.1. Analysis of the Office's human resources capacity.</p>

	<p>partnerships.</p> <p>5.4. Attend professional development events or trainings that promote increased subject-matter knowledge and/or capacity.</p> <p>5.5 Integrate Title IX and Title 5 processes to minimize duplication of work and simplify the complaint process for affected parties.</p>	<p>5.4.1. Number of new skills demonstrated in case resolution or training practice.</p> <p>5.5.1. Number of Title IX complaints resubmitted as Title 5 complaints in addition to number of credible Title 5 appeals.</p>
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