Student Support Services SLO’s Workgroup #5
09/26/2012
Location: R518 Time: 1:00pm-2:30pm

AGENDA

1. Welcome

2. Review minutes/attendance (please sign attendance sheet) Karen Grant

3. Status Report on Recommendation #5 response
   Draft Accreditation response to Recommendation #5 - v Thelma Scott-Skillman

4. Student Services Discussion on Delivery/Prioritization of Services All
   a. Draft guiding principles
   b. Draft - Identify Student Services
   c. Review other college organization charts
   d. Draft Calendar
   e. Inclusionary Planning Process
      Step 1: Discussion meetings with:
      SS administrators; faculty; staff
      i. Draft guiding principles
      ii. Identify Student Services

      Student Focus groups
      i. Identify Student Services

      Step 2: Data Gathering – SS Administrators
      Step 3: Data and Cost Analysis of delivery of services
      Step 3: Draft Student Services Org Chart

*Future Meeting Dates:

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/26/2012</td>
<td>1:00pm-2:30pm</td>
<td>R518</td>
</tr>
<tr>
<td>10/03/2012</td>
<td>1:00pm-2:30pm</td>
<td>R518</td>
</tr>
<tr>
<td>10/10/2012*</td>
<td>1:00pm-2:30pm</td>
<td>R518</td>
</tr>
</tbody>
</table>

College Planning Calendar:
Accreditation Report 10/15/2012
Closure Report 3/15/2013
Show Cause Report 3/15/2013
Budget Preparation – Feb 2013-apr 2013

Reminder of Accreditation Task:
   a. Systematically assess student support services using SLO’s and other measures
   b. Communicate plans for delivery and prioritization of student services regardless of location.
SUGGESTED GUIDING PRINCIPLES

1. Accessible services at main campus and centers
2. Adequate resources: financial and human to support the delivery of identified services regardless of location
3. An organizational structure to support the delivery of services
4. Professional development to support currency of staff; cross-training; customer services

IDENTIFY SUPPORT SERVICES

1. Comprehensive services at main campus
2. Basic services at centers

DRAFT STUDENT SERVICES ORGANIZATION STRUCTURE

1. Develop a draft organizational structure to manage and support services
2. Draft accreditation response regarding the plan for delivery and prioritization of student services regardless of location is the responsibility of Workgroup #5.

TASKS

- Discussion Groups: students, student services faculty, staff, administrators to provide feedback on guiding principles; identify comprehensive services and basic services for main campus and centers; suggested organizational structure
- Workgroup 5: develop initial draft guidelines, support services, and planning process to recommend the necessary information to address the recommendation 5.
- Student Services administrators to cost the services for staffing, facilities, any additional needs to support the services.
<table>
<thead>
<tr>
<th>ACTIVITY/TASK</th>
<th>BENCHMARK/SUCCESS INDICATOR</th>
<th>COMMENTS/PROGRESS</th>
<th>GROUP/(LEAD PERSON)</th>
<th>START DATE AND COMPLETION DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide feedback on guiding principles for Student Services reorganization</td>
<td>Inclusive process to engage student services faculty, staff, and administrators; definitive guiding principles</td>
<td>Workgroup #5 to discuss 09/26/12; Student Services administrators to provide feedback 09/27/12</td>
<td>Discussion Groups: Workgroup #5 (chair); student services faculty, staff (S.S. admin); administrators (Interim Vice Chancellor)</td>
<td>09/19/12 to 10/05/12</td>
</tr>
<tr>
<td>Identify comprehensive support services and basic support services for main campus and centers</td>
<td>Inclusive process to engage students; student services faculty, staff, and administrators; suggested list of comprehensive and basic support services for main campus and centers</td>
<td>Form distributed via email 09/20/12 to all student services administrators to distribute to faculty and staff (deadline for submittal 10/24/12)</td>
<td>Discussion Groups: Workgroup #5 (chair); students (S. Santos); student services faculty, staff (S.S. admin); administrators (Interim Vice Chancellor)</td>
<td>09/19/12 to 10/24/12</td>
</tr>
<tr>
<td>Gather data and analyze staffing and operational costs</td>
<td>Comprehensive review of all costs</td>
<td>Requires data from HR and Fiscal</td>
<td>Student Services Administrators</td>
<td>09/27/12 to 12/15/12</td>
</tr>
<tr>
<td>Draft suggested organizational structure for Student Services</td>
<td>Inclusive process to engage students; student services faculty, staff, and administrators; draft organizational structure for student services</td>
<td>Final draft to be recommended to CCSF Interim Chancellor through the Accreditation Workgroup #5</td>
<td>Discussion Groups: Workgroup #5 (chair); student services faculty, staff (S.S. admin); administrators (Interim Vice Chancellor)</td>
<td>10/31/12 to 11/30/12</td>
</tr>
<tr>
<td>Align draft organization structure with cost analysis</td>
<td>Cost effective and efficient draft organization structure based upon guiding principles</td>
<td>Draft presented to Interim Chancellor</td>
<td>Student Services administrators (Interim Vice Chancellor)</td>
<td>01/15/13</td>
</tr>
<tr>
<td>Present draft organization structure to college community</td>
<td>Web site presence; Student Services workshop (faculty/staff/administrators)</td>
<td>FLEX Day</td>
<td>FLEX DAY</td>
<td></td>
</tr>
</tbody>
</table>
Your input is needed as the Accreditation Workgroup #5 gathers and analyzes information regarding the delivery and prioritization of support services for students, regardless of location. The workgroup is interested in hearing from you about student support services at CCSF. Specifically the group needs to understand your perspective on the support services that this institution currently provides as well as any perceived gaps. Your input is imperative as we anchor our responsibility to serve the needs of the San Francisco community.

Please be specific in your answers.

1. What current support services do you feel CCSF needs to provide at the education centers (Please list in priority. You are not limited to 5.) :
   1. _____________________________________________
   2. _____________________________________________
   3. _____________________________________________
   4. _____________________________________________
   5. _____________________________________________

2. What current support services do you feel CCSF needs to provide at the main campus (Please list in priority. You are not limited to 5.) :
   1. _____________________________________________
   2. _____________________________________________
   3. _____________________________________________
   4. _____________________________________________
   5. _____________________________________________

3. Perceived gaps (services not offered that you feel should be.) Please provide your justification and prioritization.

4. Additional comments:

Please return this form (via email or hardcopy) to: Dr. Thelma Scott-Skillman, Interim Vice Chancellor, Student Services Tscott-skillman@ccsf.edu by October 24, 2012.
STUDENT SERVICES PLANNING PROCESS
PURPOSE: DELIVER AND PRIORITIZE STUDENT SUPPORT SERVICES FOR CCSF

ELEMENTS TO EXAMINE:
WHAT types of services are offered
WHY are the services offered
WHEN are the services offered
HOW are the services offered
WHERE are the services offered
WHO offers/delivers the services
WHO receives the services
COSTS

Student Services: ________________________________

Lead Administer/s: ________________________________  ________________________________
Name                                                                                                    Position

<table>
<thead>
<tr>
<th>Position/s</th>
<th>Current FTE* 2011-12</th>
<th>Location</th>
<th># of Students Served*</th>
<th>Costs+</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>2009-10</td>
<td>2010-11</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additional Funding needs beyond staffing costs:

<table>
<thead>
<tr>
<th>FUNDING NEEDS TO SUPPORT THE IDENTIFIED SERVICES</th>
<th>$ AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*NOTE: Cite reference/source documentation used.

CHALLENGES (Identify any specific issues that you think should be considered as this student service is reviewed):