To increase the quality and accessibility of student development services to positively impact student outcomes related to student learning, retention, course completion, graduation, and job placement.

GAPS IDENTIFIED AT 4/16 RETREAT – STRATEGIC PRIORITY 5

I. TECHNOLOGY
   A. Currently there is no centralized system for Financial Aid.
   B. The Admissions & Records system is not sufficiently user-friendly system.
   C. CCC Apply does not do the job needed by the unit.

II. INFORMATION AND COMMUNICATION
   A. Insufficient data to clearly identify and understand student needs.
   B. Not enough data sharing among Student Development departments.
   C. Need to provide consistent information to everyone, but especially to students.
   D. Bridges between Academic and Student Development divisions could be strengthened (Partnerships).

III. RESOURCES AND STAFFING
   A. Number of counselors on campuses varies (if no staff then no orientation or testing).
   B. Non-credit and Evening services seem insufficient.
   C. Limits on the amount of time counselors can spend with students affects the quality of counseling.
   D. Services to non-credit generally take more time.
   E. Bilingual services are needed (currently dependent on ESL faculty for referrals to next classes; this function should be provided by counselors).
   F. Uneven staffing between various functions within Admissions &Records.
   G. The “peaks and valleys” of workload throughout the semester are not optimized.
   H. Inconsistent staffing of Transfer Center contradicts College’s Mission.

IV. EXCELLENCE IN TEACHING AND LEARNING, AND PROFESSIONAL DEVELOPMENT
   A. Include those who will be doing the work in the policy – and the decision-making process.
   B. Consider alternative schedule and delivery modes (such as online training) for professional development.

V. ACCESS, INCLUSIVENESS, AND "DIVERSITY"
   A. Make Non-credit students a priority when critical decisions are being made about services.

VI. CAMPUSES AND COMMUNITIES
   A. Review uneven distribution of resources among campuses.
   B. Consider how students get to campuses to take classes.
   C. Offer campus-to-campus transportation or campus-to-transfer point transportation.