Strategic Priority #5: 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.

ACCOMPLISHMENTS

5.1 Expand, improve, and promote greater access to financial aid resources for all credit and noncredit students, including Pell grants, college work-study, childcare, books, computers and other tools useful in the educational process, and scholarships.

- Financial aid disbursed to 5,235 students.
- Two small Financial Aid Offices operate in the Chinatown and Mission campuses.
- Counselors are scheduled at all the campuses assisting noncredit students with the financial aid application process.
- Created and implemented for each financial aid unit a SLO that gages and improves the delivery of services.
- Hired Associate Dean of Finance.
- Expanded facilities creating financial aid labs.

5.2 Provide a fair and equitable wage for on-campus student employment opportunities by developing and implementing a three-year schedule to achieve a greater level of compensation for students.

- Tried to increase student wages.

5.3 Expand the success of the college transfer function.

- The presence of university and college outreach personnel representing SFSU, US, CSU, and private institutions increased.
- Professional development with other community college faculty and staff has help CCSF identify common problems, develop solutions, and gain new ideas.

5.4 Strengthen the student orientation program.

- Credit and noncredit orientations, including several bi-lingual orientations, are offered on a regular basis at all campuses.
- The New Student Counseling Department developed a new course, AAPS 101, as part of the student transition from non-credit to credit.
- Students receive .5 units credit for the AAPS 101 class.
- An online orientation implemented, but not in process.
5. The International Student Counseling Department has developed a student mentoring program that is in its fifth year.

- Suggestions regarding organization, placement, and content have been incorporated into the master template for the class schedules that improve user friendliness.
- Created a first-year experience that lacks funding.
- Specialized DSPS orientation available for students, teachers, and parents.
- Liaison with divisions and departments. Counselors have instructional departments share information.

5.5 Expand college retention programs for underserved and underrepresented students of color.

- All retention programs have been broadened to serve all ethnicities, not just the original targeted population.
- Latino Services Network has added several courses.
- AASP continued to collaborate with Bayview Hunter’s Point community
- Expanded services to Southeast campus.
- Used grant funding to support a science tutor (continuing)
- Increased the number of FilAm students served from 55 to 250.
- Asian American Leadership (AAS 22) has been linked to APASS list of classes.
- Increased number of student volunteers.
- Collaborated with retention centers and IDST to offer Museum Study Course.

5.6 Promote lifelong learning development, including skill upgrades and career ladders guidance.

- Established English and Math tutorial program offered by professional tutors and instructors.
- The Career Development and Placement Center continues to promote skill building, career guidance, and lifelong learning through individual counseling, workshops, presentations, teaching LERN 60-64.
- Employer partnership with career Connection and partnership with other student services and academic departments have been beneficial to our students.

5.7 Utilize technology to strengthen the delivery of student services.

- An electronic online application, CCC Apply, has been implemented.
- A photo identification card was created.
- The degree audit system used by counselors to evaluate student progress towards completion of the Associate’s degree and general education for transfer requirements has been implemented.
- Electronic and educational planning system integrated with Banner available to counselors across counseling departments.
- Computerized placement testing is delivered at the Downtown, Mission, and Ocean campuses.
- Students are assigned electronically to counselors on a caseload basis.

5.8 Assure the delivery of a full range of student support and counseling services at all campuses.

- All campuses are fully staffed with counseling faculty who provide services in conjunction with student needs and in accord with specialized programs at each campus.
• The new College website includes detailed information and increased access to information on Student Development services.
• Inter- and intra-departmental trainings and workshops have been conducted between the Office of Matriculation and Admissions and Records.
• The Learning Assistance Center on the Ocean campus matches the hours of the Rosenberg Library.
• The Associated Students (Ocean campus) is surveying students about the need to expand the hours of the Student Union.
• Hepatitis screening at Chinatown/North Beach campus. TB tests and flu vaccines offered to most of the community campuses.
• Currently managing active TB case.