

NORTH CENTERS 2009-2010 STRATEGIC PLAN

STATE CENTER COMMUNITY COLLEGE DISTRICT MISSION & VISION STATEMENT

MISSION: State Center Community College District is committed to lifelong learning and success for all students by providing accountable, accessible, innovative and quality educational programs and services that enable productive citizenship in a diverse, global society.

VISION: State Center Community College District will be recognized as the regional leader in educational programs and services in response to an ever-changing world.

NORTH CENTERS MISSION STATEMENT

The mission of the **Willow International, Madera and Oakhurst Community College Centers** is to provide affordable and comprehensive educational opportunities to a diverse population of students, who seek opportunities for basic skills development, associate degrees, certificates, transfer, and lifelong learning that will enable them to become engaged participants in local and global communities. Student success will be measured through a continuous improvement process with an emphasis on student learning outcomes.

#1 Access, Awareness and Success

Initiating strategies that focus on the areas of student recruitment, enrollment and retention/completion. Creating an environment that supports an awareness and understanding of diversity for all students who can benefit from the programs and services of the North Centers.

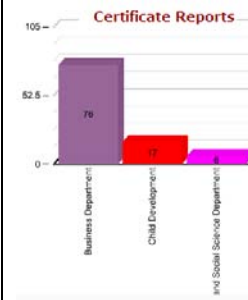
North Centers Strategic Plan	Committee(s)	Baseline Data																														
1.1 Improve outreach and recruitment processes; continue a commitment to the recruitment and retention of a diverse workforce.	Enrollment Management Committee	FA 08 69,110 registered units at census SP 09 69,758 registered units at census																														
1.2 Increase retention and persistence with a focus on Basic Skills Best Practices.	Student Success Committee	ARCC Data SPAR= 49.1%, 30 units earned = 69.2%, Fall to Fall persistence for first-time students=67.8%, voc course completion=71.9%, Basic Skill course completion=62.4%																														
1.3 Demonstrate improvement of student processes used in orientation, assessment and testing which address the needs of a diverse student population.	Counseling Committee	<div>A = Strongly Agree; B = Agree; C = Disagree; D = Strongly Disagree; E = N/A</div> <table><tr><td></td><td>A</td><td>B</td><td>C</td><td>D</td><td>E</td></tr><tr><td>1. Check-in was well coordinated.</td><td>113</td><td>59</td><td>3</td><td>0</td><td>0</td></tr><tr><td>2. The orientation helped me understand the class schedule and the catalog.</td><td>98</td><td>60</td><td>10</td><td>5</td><td>1</td></tr><tr><td>3. Counseling faculty assisted me in choosing the right classes for my major or educational goal.</td><td>115</td><td>47</td><td>6</td><td>4</td><td>2</td></tr><tr><td>4. Admissions and Records staff provided a print out of my classes and explained what fees were owed.</td><td>129</td><td>36</td><td>7</td><td>2</td><td>0</td></tr></table>		A	B	C	D	E	1. Check-in was well coordinated.	113	59	3	0	0	2. The orientation helped me understand the class schedule and the catalog.	98	60	10	5	1	3. Counseling faculty assisted me in choosing the right classes for my major or educational goal.	115	47	6	4	2	4. Admissions and Records staff provided a print out of my classes and explained what fees were owed.	129	36	7	2	0
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		5. Financial Aid staff informed me of my financial aid status and required documents.	63	40	28	6	35
		Total	518	242	54	17	38
1.4 Demonstrate improvement of student processes used in admissions which addresses the needs of a diverse student population.	Enrollment Management Committee	5285 online applications and 6244 paper applications completed/processed for RC for FA09.					
1.5 Improve efficiency of counseling services including academic, career-occupational, and career counseling.	Counseling Committee	Online probation workshop developed for students to use in 09-10. 140 SEPs completed in SP09 at Willow. Counseling appointments available vs. walk-in sessions (beginning 09-10). CalWORKs SEP FA-09=53 CalWORKs SEP SP-10=25					
1.6 Increase student involvement in co-curricular and social activities.	Allisha Ross (College Center Assistant) in collaboration with the North Centers Faculty Association	The Student Activities Office was involved in 63 activities in 2008-09.					
1.7 Increase the level of awareness and understanding of diversity at the course, program and center levels	Faculty Association, Curriculum Committee, Augmented Cabinet	A baseline of 80% of the full-time faculty incorporate diversity into all aspects of the curriculum and classroom experience.					
#2 Excellence in Teaching and Learning <i>Improving the educational programs and services that lead to increased student achievement and learning.</i>							
North Centers Strategic Plan	Committee(s)	Baseline Data					
2.1 Provide quality College programs that provide basic skills, transfer preparation, workforce preparation, and lifelong learning opportunities.	Basic Skills Committee, Extended Learning Centers, Counseling Committee	ELC WI students served 1,955 ELC MC students served 1,442					
2.2 Develop improvement strategies based on assessment results of Student Learning Outcomes.	Deans of Instruction and Deans of Student Services	27 Course SLO Annual Reports were submitted in 2008-09 48 Course SLO Semester Reports were reported in Fall 2009.					
2.3 Improve the connection between the Program Review, Strategic Planning and resource allocation process.	College Center Council	The College Center Council received oral and written reports from all Program Reviews with the results used for resource allocation.					
2.4 Increase library resources and materials.	North Centers Librarian --	Madera Center Library					

	Cynthia MacDonald	<table><tr><td></td><td>2007-2008</td><td>2008-2009</td><td>% Increase</td></tr><tr><td>New Print Material added</td><td>754</td><td>486</td><td></td></tr><tr><td>New Multimedia added (audiobooks and DVDs)</td><td>58</td><td>137</td><td></td></tr><tr><td>TOTAL New added</td><td>812</td><td>623</td><td></td></tr><tr><td>TOTAL Multimedia Holdings</td><td>126</td><td>263</td><td></td></tr><tr><td>TOTAL Library Holdings</td><td>5,357</td><td>5,980</td><td>+11.6%</td></tr></table> <table><tr><td colspan="3">Willow International Center Library</td><td></td></tr><tr><td></td><td>2007-2008</td><td>2008-2009</td><td>% Increase</td></tr><tr><td>New Print Material Added</td><td>744</td><td>541</td><td></td></tr><tr><td>New Multimedia Added (audiobooks and DVDs)</td><td>65</td><td>48</td><td></td></tr><tr><td>TOTAL New added</td><td>809</td><td>589</td><td></td></tr><tr><td>TOTAL Multimedia Holdings</td><td>161</td><td>209</td><td></td></tr><tr><td>TOTAL Library Holdings</td><td>3,587</td><td>4,116</td><td>14.7%</td></tr></table>		2007-2008	2008-2009	% Increase	New Print Material added	754	486		New Multimedia added (audiobooks and DVDs)	58	137		TOTAL New added	812	623		TOTAL Multimedia Holdings	126	263		TOTAL Library Holdings	5,357	5,980	+11.6%	Willow International Center Library					2007-2008	2008-2009	% Increase	New Print Material Added	744	541		New Multimedia Added (audiobooks and DVDs)	65	48		TOTAL New added	809	589		TOTAL Multimedia Holdings	161	209		TOTAL Library Holdings	3,587	4,116	14.7%
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2.5 Develop additional professional growth opportunities for all faculty and support personnel with a focus based on research proven Best Practices.	Staff Development Committee	4 Staff Development activities were held in 2008-09, and 17 faculty or staff attended 17 different conferences.																																																				
2.6 Expand involvement in Transfer/Career Centers, Honors Programs, and the Tutorial Centers	Counseling Committee, Honors Committee, Basic Skills Committee CalWORKs	46 WI honors students in FA 09. 17 MC honors students in FA 09. 1955 WI students used the ELC in 08-09. 1012 MC students used the ELC in 08-09. 103 CalWORKs students referred to ELC 08-09 9 TAG agreements for UC transfer.																																																				

		99 participants for CSU/UC workshops.
#3 Workforce Readiness and Partnerships <i>Using a well defined plan, increase the scope and breadth of career technical programs through strong partnerships with the local educational and community-based agencies.</i>		
North Centers Strategic Plan	Committee(s)	Baseline Data
3.1 Continue to develop plans for future Career Technical programs and facilities as well as partnerships with local educational agencies and the community. Developed the Human Services 17 unit – Certificate program and submitted to the State Chancellor’s Office on June 2009. Developed the Human Services Community Needs Assessment Survey and conducted the survey December 2009.	Vice Chancellor Cabinet Human Services Advisory Committee. Jim Chin, Dean of Instructions, Terry Hurt, Chair	Educational Master Plan; Career Technical Plan Currently, Pending State Chancellor’s Approval.
3.2 Establish, maintain and enhance partnerships with local high schools and community based organizations.	Enrollment Management Committee, Business Advisory Committee, LVN Advisory Committee, Child Development Advisory Committee, WIB Partner Committees, CalWORKs & County Welfare Department Collaboration.	<ul style="list-style-type: none"> • MCCAP program in 08-09 had 61 students enrolled in 08-09 with 96% of students completing classes successfully. • NCCAP planned and initiated in 08-09 at OC with implementation for FA 09. • CalWORKs program in 08-09 had 228 students enrolled, at the Madera College, and 82 students enrolled at Willow International Center., totaling 310.
3.3 Communicate on a regular basis information about college programs, services, activities, successes to local high schools and our community.	Enrollment Management Committee, MCCAP Advisory Committee, NCCAP Advisory Committee, Clovis North High School-Willow International Advisory Committee	<ul style="list-style-type: none"> • Participation in college night. • Participation in Madera fair. • High School Counselors Conference presentation. • Back to School Night presentation. • Meetings with Clovis North Advisory Committee.
3.4 Increase number of students that receive a CTE certificate.	CTE faculty	99 students receiving certificate in 08 -09.



#4 Institutional Awareness and Communication

Creating a process that leads to increased collaboration and open communication, both internally and externally.

North Centers Strategic Plan	Committee(s)	Lead	Baseline Data
4.1 Formalize the planning, collaborative decision-making, and continual improvement processes utilizing the College Center Council Committee	College Center Council		The CCC Handbook has been approved and is being used for the 2009-2010 period. Copies are available electronically through BlackBoard as well as hard copies placed in the libraries and with CCC members.
4.2 Demonstrate how the education process and operations of the North Centers are enhanced through the integration of technology.	Technology Advisory Committee		Technology Committee and Plan reflects current and future technology integration efforts.
4.4 Utilize the results from the Program Review process to improve educational programs and services.	Program Review Committee, North Centers Programs and Services		Program Reviews reports were submitted to the College Center Council. Faculty will use results for budgetary purposes.

#5 Resource Optimization

Maximizing the human, physical, and fiscal resources in an effort to better serve the students and college communities.

North Centers Strategic Plan	Committee(s)	Baseline Data
5.1 Pursue additional grants in order to increase avenues of internal and external funding for scholarships, teaching innovations and support service needs of the North Centers.	Vice Chancellor's Cabinet (lead), College Center Council, Scholarship Committee,	14 of grants totaling \$7,470,896.00 in 2008-09.
5.2 Improve the safety and maintenance of the educational environment to meet current and future needs of students, staff and community	Facilities Committee, Environmental Health & Safety Committee	# of accident reports in 08-09: Willow: 23 accident reports; 3 student insurance claims. 14 of the 23 were PE issues, the majority of which involved the field (uneven surface). 2 other reports of ankle sprains walking through the field (not PE related). The safety committee is going to look into evening out the field surface. Madera: 14 accident reports; 1 student insurance claim. Clovis: 0 reports Oakhurst: 0 reports

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5.3 Increase staff development programs that address the goals and objectives of the North Centers Strategic Plan.	Staff Development Committee, Vice Chancellor's Cabinet	4 Staff Dev Activities held in 08-09
5.4 Implement new technology initiatives that will support distance learning classes, Blackboard utilization, online student support services, and communications among the centers and colleges	Technology Plan Committee, Distance Learning Committee (RC/NC), Counseling Committee, College Center Council	9 new technology initiatives were completed in 08-09. A detailed list of initiatives can be found in the NC Technology Plan dated 4/15/09.
5.5 Monitor and manage the North Centers' budget in a responsible and timely manner	Vice Chancellor Cabinet, College Center Council	The NC budget was balanced for the FY 2008-2009
5.6 Provide oversight on the completion of the Academic Center Two facility at the Willow International Center (fall 2010).	Vice Chancellor Cabinet	The project is on schedule to be completed in early 2010
5.7 Update 2009-2013 Staffing Plan to reflect current and future budget priorities in terms of personnel and facilities.	Vice Chancellor Cabinet, College Center Council	The Staffing Plan has been updated to include all essential administrative, management, and classified staffing positions as WI transitions to full college status
#6 Accreditation <i>Begin the process of moving the Willow International Center to full college status by 2012.</i>		
North Centers Strategic Plan	Committee(s)	Baseline Data
6.1 Implement the process of receiving full campus status and initial accreditation for Clovis Community College.	Accreditation Steering Committee	Eligibility Plan submitted in April 08 to WASC

**NORTH CENTERS
STRATEGIC PLANNING REPORT FORM
2009 – 2010
FINAL STATUS REPORT**

GOALS: (CIRCLE ONE): **1** 2 3 4 5 6

COMMITTEE: **ENROLLMENT MANAGEMENT**

REPORT COMPLETED BY: **DORIS M. GRIFFIN**

STRATEGIC PLAN OBJECTIVE	1.1 Improve outreach and recruitment processes; continue a commitment to the recruitment and retention of a diverse workforce.
BASELINE DATA	FA08: 69,110 registered units at census SP09: 69,758 registered units at census FA09: 72,176 registered units at census SP10: 69,465 registered units at census
ACTIVITY(IES) TO ADDRESS OBJECTIVE	<ul style="list-style-type: none"> • Application workshops/senior presentation at high schools in Government and Econ classes • Weekly site visit to high schools • Participation in senior and junior nights at high schools • Participation in college night or career fairs at high schools • Attend open house at high schools • Plan, develop, and implement Registration to Go with high school counselors and administration throughout the school year • Attend community events such as career, job, and education fairs • Participate in the planning and implementation of Fresno Area College night with booth and as guest speakers • Active members of the Adult Education Taskforce • Guest speakers at community events, schools and government agencies • Work closely with government agencies as a resource and referral for the community college system. Examples would be Fresno County Office of Education Court Schools, Madera County Office of Education, Clovis Police Department, Madera County Department of Social Services, Fresno County Department of Social Services, Fresno County Department of Mental Health, Fresno Area Workforce Connection, Madera County Workforce Connection. • Our adherence to our Mission Statement creates a positive rapport with potential and current students, who then, by word of mouth, refer others our direction for assistance with the community college system. • Provide Spanish FAFSA workshops at high schools (Dan specific)
TARGET TO ACHIEVE	The target goal is to continue to improve outreach and recruitment processes in an effort to provide opportunities to students and contribute to the district's enrollment goals. 80% of the students will indicate satisfaction with the RTG process.

TARGET ACHIEVED	Students are quite satisfied with the Reg to Go process; the 80% satisfaction target was attained. It is noteworthy that the item with the highest satisfaction level is how welcomed students felt by the college staff coordinating/facilitating the RTG program.
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	See attached reports: 1. Reg to Go Spring 2010 Satisfaction Survey Summary (for North Center students); 2. RTG Registration Summary Report
CONCLUSIONS FROM DATA ANALYSIS	College staff provide a valuable outreach and recruitment process to our incoming high school seniors through the RTG program. Many changes were implemented in the current RTG year, encouraging students to follow all matriculation processes in order to participate in the RTG registration process. This may explain a slight decrease in total students registered for the current year.
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	Continue to communicate with potential RTG students via email reminders for assessment dates, orientation dates, registration dates. Develop and implement communication strategies for RTG students for the months of June, July, August to continue communication with incoming students throughout the summer. Develop and implement SLOs for College Relations program.
TARGET DATES FOR IMPROVEMENT EFFORTS	Send email communications to RTG students throughout Summer 2010 in preparation for Fall enrollment. SLOs being developed for the 2010/11 year.
NEW TARGET FOR NEXT YEAR	Maintain current levels of student satisfaction in RTG process; continue outreach and recruitment activities.
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	Student satisfaction surveys used yearly as part of RTG process; evaluate student satisfaction with program on an annual basis. RTG Registration Summary report produced on an annual basis.

- Attach copy of assessment tool as appropriate.
- Please keep all data used in assessing this Student Learning Outcome to be stored with our Institutional Researcher, Michelle Johnson.

Reg to Go Spring 2010 Satisfaction Survey Summary

Eight Hundred and Seventy (870) surveys were given to students after their Reg to Go experience in order to assess satisfaction and understanding of the registration process along with satisfaction with personnel. The following table shows the frequency of student participation in various local high schools. In addition, 120 students (13.8% of the overall total) did not indicate or wrote in a response. Further analysis of the write in responses will be addressed and added to choices in subsequent semesters.

Buchanan	189	25.2
Madera South	115	15.3
Clovis HS	107	14.3
Clovis West	104	13.9
Madera North	92	12.3
Clovis East	40	5.3
Yosemite	35	4.7
Liberty	32	4.3
Central	26	3.5
Firebaugh	7	.9
Sierra	3	.4
Total	750	100.0

Overall, students were quite satisfied with the Reg to Go process. The table below shows the response rate of each question along with the mean scores and deviations (an indication of how individual scores vary from the mean with less variation indicating more overall agreement).

I felt welcomed by college staff and was made to feel at ease	823	4.63	.68
I felt that my time and effort spent at this event was worthwhile	828	4.59	.77
College staff adequately explained the registration process	815	4.58	.74
After getting help from college staff I am now more confident about going to college	817	4.50	.77

The difference in response rate simply indicates that not all students answered all items. Keep in mind that the Likert type scale was a 1 to 5 measure with 1 meaning "Not at All" and 5 meaning "Very Much". In looking at the data, it is noteworthy that the item with the highest satisfaction is how welcomed and at students felt by college staff. Further analysis did not yield any school differences; rather all locations were similar in responses.

High School	2009	Date	UNDOCTORED HUMAN COUNT	FRESNO CITY COLLEGE					REDFLEY COLLEGE					NORTH CENTERS																		
				FALL TERM		SUMMER TERM			FALL TERM		SUMMER TERM			FALL TERM		SUMMER TERM																
				2009	%DIFF	2010	%	%DIFF	2009	%DIFF	2010	%	%DIFF	2009	%DIFF	2010	%	%DIFF														
Fresno High	35	25-Mar-10	142	119	(163.00)	7	15	60	114.20%	0	4	4.00	N/A	0	-1	1.00	N/A	2	1	(1.00)	-50.00%	0	2	2.00	N/A	0	0	0.00	N/A			
Washington Union (Easton)	16	26-Mar-10	116	74	(52.00)	7	0	(7.00)	-100.00%	10	42	32.00	320.00%	0	0	24	23.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A		
Heaver High School	20	06-Apr-10	129	182	160	7	5	(2.00)	-28.57%	4	13	(3.00)	-75.00%	0	0	0	0.00	N/A	0	0	0.00	N/A	32	23	(9.00)	-26.13%	1	1	0.00	N/A		
Madira (South)	26	07-Apr-10	201	59	68	6	0	(0.00)	-10.17%	3	2	24	22.00	1100.00%	0	0	7	7.00	N/A	0	0	0.00	N/A	110	115	(5.00)	-4.55%	17	14	(3.00)	-17.66%	
Central High	76	08-Apr-10	193	48	60	(58.00)	3	1	(0.00)	-43.18%	2	3	1.00	50.00%	22	16	(6.00)	-27.77%	0	0	(2.00)	-100.00%	1	0	(1.00)	-100.00%	0	0	(1.00)	-100.00%		
Liberty	30	09-Apr-10	55	41	26	(16.00)	1	2	(2.00)	100.00%	4	0	44	40.00%	-100.00%	0	0	0.00	N/A	0	0	0.00	N/A	23	34	11	48.33%	0	2	2.00	N/A	
Canby	39	09-Apr-10	111	64	72	8.00	4	2	(2.00)	-50.20%	10	41	31.00	310.00%	2	-1	(1.00)	-50.00%	0	0	0.00	N/A	0	5	5.00	50.00%	0	0	0.00	N/A		
Edison	28	12-Apr-10	135	182	132	(69.00)	8	19	2.00	25.20%	4	2	(2.00)	-50.00%	1	6	(1.00)	-100.00%	0	0	(1.00)	-100.00%	0	3	3.00	300.00%	0	0	0.00	N/A		
Buena	27	13-Apr-10	139	169	186	(27.00)	6	4	(5.00)	-66.58%	2	3	1.00	50.00%	0	0	0.00	N/A	0	0	(1.00)	-50.00%	0	0	0.00	N/A	0	0	0.00	N/A		
Alternative Schools	32	13-Apr-10	124	10	16	6.00	0	0	0.00	N/A	0	0	0.00	N/A	21	1	(10.00)	-47.62%	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A		
Clovis West	11	14-Apr-10	164	189	178	(30.00)	10	12	2.00	20.00%	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A		
Clovis West	33	15-Apr-10	172	113	17	(68.00)	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A		
Orange Cove	23	15-Apr-10	70	101	9	(1.00)	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A		
Crows Eac	25	15-Apr-10	174	200	127	(19.00)	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A		
McClure	19	19-Apr-10	219	298	217	(69.00)	13	0	(10.00)	-49.33%	2	1	46	63	17.00	36.86%	2	1	5.00	250.0%	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A
Roosevelt	31	20-Apr-10	195	260	188	(112.00)	13	0	(10.00)	-100.00%	3	1	1.00	-60.00%	0	0	0.00	N/A	0	0	0.00	N/A	75	47	(28.00)	-37.33%	4	0	(4.00)	-100.00%		
Sanger	2	21-Apr-10	230	149	65	(64.00)	0	0	(13.00)	-100.00%	113	180	67.00	59.33%	17	1	(1.00)	-50.00%	0	0	(4.00)	-100.00%	0	0	0.00	N/A	0	0	0.00	N/A		
Sacra	12	22-Apr-10	47	72	33	1.00	4	5%	2	0	0	0.00	0.00%	2	3	1.00	50.00%	0	0	(4.00)	-100.00%	0	0	0.00	N/A	0	0	0.00	N/A			
Immanuel	34	22-Apr-10	51	17	1	0.80	0.00%	1	0	0.00	0.00%	8	2	(6.00)	-75.00%	1	6	(1.00)	-100.00%	1	4	3.00	300.00%	0	0	0.00	N/A	0	0	0.00	N/A	
Buchanan	24	23-Apr-10	121	46	(35.00)	0	0	(14.00)	-100.00%	14	0	0	0.00	0.00%	5	24	19.00	380.00%	0	0	(2.00)	-100.00%	2	0	(2.00)	-100.00%	0	0	0.00	N/A		
Yosemite	18	26-Apr-10	64	58	6	(3.00)	0	0	(1.00)	-100.00%	2	2	0.00	0.00%	0	1	1.00	N/A	0	0	0.00	N/A	24	214	(60.00)	-15.75%	13	7	(6.00)	-44.15%		
Redeemer High	21	26-Apr-10	237	4	1	(3.00)	0	0	(1.00)	-100.00%	167	230	63.00	37.72%	20	25	5.00	25.00%	0	0	(4.00)	-100.00%	0	0	0.00	N/A	0	0	0.00	N/A		
San Joaquin Memorial	9	27-Apr-10	26	44	18	(28.00)	0	0	(18.00)	-100.00%	0	4	4.00	100.00%	0	0	0.00	N/A	0	0	(4.00)	-100.00%	0	0	0.00	N/A	0	0	0.00	N/A		
Saltillo	5	27-Apr-10	177	10	13	3.00	30.00%	6	0	0.00	N/A	0	0	0.00	N/A	12	1	(8.00)	-33.33%	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	
Clovis High	34	28-Apr-10	232	125	117	(8.00)	6.40%	3	1	(2.00)	-66.67%	3	7	4.00	133.33%	0	0	0.00	N/A	0	0	0.00	N/A	155	116	(29.00)	-26.16%	3	2	(1.00)	-33.33%	
Wendota	2	29-Apr-10	21	25	22	(33.00)	-70.57%	2	0	(2.00)	-100.00%	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	
Freightlight	6	29-Apr-10	48	32	42	10.00	19.29%	0	0	0.00	N/A	1	2	1.00	100.00%	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	
Tranquility	9	29-Apr-10	28	45	70	(28.00)	-55.96%	6	0	0.00	N/A	1	2	1.00	100.00%	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	
Jump Lake	7	30-Apr-10	213	356	187	(198.00)	-44.66%	6	1	(60.00)	-98.306%	18	19	(6.00)	-37.50%	3	4	7.00	N/A	0	0	0.00	N/A	12	11	(1.00)	-8.33%	5	0	(5.00)	-100.00%	
Bulard	10	03-May-10	149	244	117	(118.00)	-50.00%	22	2	(25.00)	-90.91%	4	7	0.00	0.00%	0	0	0.00	N/A	0	0	0.00	N/A	156	78	(77.00)	-16.61%	6	0	(6.00)	-100.00%	
Madera (North)	15	04-May-10	133	41	42	(11.00)	-23.46%	1	1	0.00	0.00%	0	0	0.00	0.00%	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	
Yungaburg	8	04-May-10	113	21	5	(6.00)	-18.57%	1	0	(1.00)	-100.00%	68	98	32.00	48.84%	10	6	(4.00)	-40.00%	0	0	(2.00)	-66.67%	0	0	0.00	N/A	0	0	0.00	N/A	
Central High	1	05-May-10	289	325	288	(147.00)	-41.47%	46	0	(48.00)	-100.00%	5	95	45.00	900.00%	4	3	13.00	-50.00%	0	0	(1.00)	-100.00%	30	45	15.00	50.00%	10	0	(10.00)	-100.00%	
German	13	06-May-10	101	124	85	(58.00)	-31.45%	11	0	(11.00)	-100.00%	6	3	(3.00)	-50.00%	0	0	0.00	N/A	0	0	0.00	N/A	19	29	10.00	52.63%	0	1	1.00	N/A	
Towler	4	06-May-10	85	57	36	(21.00)	-16.84%	2	1	(1.00)	-50.00%	37	43	6.00	16.22%	0	1	1.00	16.67%	0	0	0.00	N/A	2	5	3.00	150.00%	1	0	(1.00)	-100.00%	
Laton	17	07-May-10	4	6	2	(4.00)	-66.67%	0	0	0.00	N/A	3	5	2.00	66.67%	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	
Wendota	3	07-May-10	26	33	26	(7.00)	-11.21%	0	0	0.00	N/A	1	0	0.00	0.00%	1	1	(1.00)	-100.00%	0	0	0.00	N/A	0	0	0.00	N/A	0	0	0.00	N/A	
Registration Express	10	10-May-10	142	138	87	(48.00)	-34.59%	4	1	(3.00)	-75.00%	4	27	23.00	575.00%	0	1	4.00	N/A	0	0	0.00	N/A	6	60	59.00	1100.00%	0	3	3.00	N/A	
Registration Express	11	10-May-10	146	28	84	56.80	200.00%	3	1	(2.00)	-66.67%	18	25	7.00	38.89%	1	4	4.00	400.00%	0	0	0.00	N/A	6	53	47.00	783.33%	1	0	(1.00)	-100.00%	
Registration Express	12	10-May-10	146	30	90	60.00	200.00%	1	0	(1.00)	-100.00%	0	34	34.00	N/A	0	1	1.00	100.00%	0	0	0.00	N/A	17	112	11.00	64.71%	0	0	0.00	N/A	
Registration Express	6423	3024	4405	3024	4405	(1331.00)	285	72	(217.00)	0	0	0	0.00	N/A	136	175	42	0	0	0.00	N/A	0	0	0.00	N/A	42	42	0	0	0.00	N/A	

**NORTH CENTERS
STRATEGIC PLANNING REPORT FORM
2009 – 2010
FINAL STATUS REPORT**

GOALS: (CIRCLE ONE): **1** 2 3 4 5 6

COMMITTEE: **STUDENT SUCCESS COMMITTEE**

REPORT COMPLETED BY: **DEBORAH IKEDA**

STRATEGIC PLAN OBJECTIVE	1.2 Increase retention and persistence with a focus on Basic Skills Best Practices.
BASELINE DATA	ARCC Data 2007-08 SPAR= 49.1%, 30 units earned = 69.2%, Fall to Fall persistence for first-time students=67.8%, voc course completion=71.9%, Basic Skill course completion=62.4%
ACTIVITY(IES) TO ADDRESS OBJECTIVE	1. Funding from both institutional funds and Basic Skills State funds were granted for the Extended Learning Centers to provide tutorial services and counseling services. See attached reports from the ELC's.
TARGET TO ACHIEVE	Improve SPAR data by at least 2% each year in the identified ARCC data areas.
TARGET ACHIEVED	ARCC Data 2008-09 SPAR = 49.1, 30 units earned = 70.6%, Fall to Fall persistence for first-time students = 66.3%, voc course completion=70.4%, Basic Skill course completion = 62.6%
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	All ARCC data areas improved except for Fall to Fall persistence data. None of the areas approved by 2%.
CONCLUSIONS FROM DATA ANALYSIS	It must be kept in mind that the ARCC data is state data reported for Reedley College not just the North Centers so we will have to develop a methodology to isolate North Center data only to insure we are making improvements.
PLAN FOR IMPROVEMENT	A Title V grant has been written to provide funds for Tutoring Centers and additional

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(CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	counseling hours so that students that need assistance will be able to access the appropriate resources.
TARGET DATES FOR IMPROVEMENT EFFORTS	Fall 2010 – Spring 2011
NEW TARGET FOR NEXT YEAR	Improve retention from term to term by 2% for students utilizing the tutorial center. Reduce the number of students on probation by 2% if they use counseling services.
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	Set up data specific collection procedures to isolate North Center students.

- **Attach copy of assessment tool as appropriate.**
- **Please keep all data used in assessing this Student Learning Outcome to be stored with our Institutional Researcher, Michelle Johnson.**

NORTH CENTERS STRATEGIC PLANNING REPORT FORM 2009 – 2010 FINAL STATUS REPORT

GOALS: (CIRCLE ALL THAT APPLY): **1** **2** 3 4 5 6

COMMITTEE: STUDENT SUCCESS

REPORT COMPLETED BY: NC COUNSELORS

STRATEGIC PLAN OBJECTIVE	1.3 Demonstrate improvement of student processes used in orientation, assessment and testing which address the needs of a diverse student population.																																										
BASELINE DATA	<p>Number of Fall 2009 Orientation for NC's: (OR's in XCSM) – Michelle (Includes RTG, Online & Face to Face Orientations)</p> <p>Number of Fall 2009 Placement Tests Administered: - David N.</p> <p>A = Strongly Agree; B = Agree; C = Disagree; D = Strongly Disagree; E = N/A</p> <table border="1"> <thead> <tr> <th></th><th>A</th><th>B</th><th>C</th><th>D</th><th>E</th></tr> </thead> <tbody> <tr> <td>1. Check-in was well coordinated.</td><td>113</td><td>59</td><td>3</td><td>0</td><td>0</td></tr> <tr> <td>2. The orientation helped me understand the class schedule and the catalog.</td><td>98</td><td>60</td><td>10</td><td>5</td><td>1</td></tr> <tr> <td>3. Counseling faculty assisted me in choosing the right classes for my major or educational goal.</td><td>115</td><td>47</td><td>6</td><td>4</td><td>2</td></tr> <tr> <td>4. Admissions and Records staff provided a print out of my classes and explained what fees were owed.</td><td>129</td><td>36</td><td>7</td><td>2</td><td>0</td></tr> <tr> <td>5. Financial Aid staff informed me of my financial aid status and required documents.</td><td>63</td><td>40</td><td>28</td><td>6</td><td>35</td></tr> <tr> <td style="text-align: right;">Total</td><td>518</td><td>242</td><td>54</td><td>17</td><td>38</td></tr> </tbody> </table>		A	B	C	D	E	1. Check-in was well coordinated.	113	59	3	0	0	2. The orientation helped me understand the class schedule and the catalog.	98	60	10	5	1	3. Counseling faculty assisted me in choosing the right classes for my major or educational goal.	115	47	6	4	2	4. Admissions and Records staff provided a print out of my classes and explained what fees were owed.	129	36	7	2	0	5. Financial Aid staff informed me of my financial aid status and required documents.	63	40	28	6	35	Total	518	242	54	17	38
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ACTIVITY(IES) TO ADDRESS OBJECTIVE	<ul style="list-style-type: none"> ➤ Currently working with FCC to develop a common SCCCD RTG Orientation to be used at area high school ➤ SCCCD Online Orientation available ➤ Reduce duplication of printed test scores for in house assessments. Reports sent to student services now sent in excel format to be entered into Datatel ➤ Reduce the number of no shows for assessment by transitioning from a reservation to a first come, first serve format (David N. generate Excel report for OC, WI, & MC for Datatel entries) ➤ Provide computer based assessment to alternative schools 																																										
TARGET TO ACHIEVE	The target goal of the NC's counseling department is to continue to provide students with adequate orientation and assessment services with the NC's limited resources.																																										

ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	<ul style="list-style-type: none"> • Emailed data request to Michelle Johnson 06/16/10 • Put in a request for data 07/09 – 06/10 (OR's in XCSM – Michelle) 06/16/10 • Check with David and Dan regarding Placement tests administered at the NC's 06/1610
CONCLUSIONS FROM DATA ANALYSIS	<ul style="list-style-type: none"> • Pending results from Michelle and David • Based on feedback from students and individuals proctoring the test it would be useful to have the English/Math flowchart on the same sheet as their test results. <p>The data that is collected for the assessment portion will be tests that were administered on campus only. It is difficult to pull the assessment data from RTG.</p>
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	<p>All orientations are available online. Students who go through the RTG process are required to attend the orientation at their high school. Students that do not attend at their high school may take the online orientation. Counselors from the NC's, FCC and Reedley College collaborated on this project and continue to update as needed.</p> <p>At Willow International there will be an Assessment center with 50 computers. This will be available for Fall 2010. We still lack the necessary staff to run an adequate assessment center. The North Centers lacks a point person for assessment purposes.</p>
TARGET DATES FOR IMPROVEMENT EFFORTS	<p>Improvements to the face to face and online orientation are an ongoing process.</p> <p>Beginning Fall 2010 Willow International will be offering the assessment test in the assessment room. We continue to lack necessary staff to run the assessment center due to the current budget constraints.</p>
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	<p>Develop an online survey that students would be required to take at the end of the online and face to face orientation as well as the assessment.</p> <p>Administer survey FA 2010 and follow up SP 2011</p>

- Attach copy of assessment tool as appropriate.
- Please keep all data used in assessing this Student Learning Outcome to be stored with our Institutional Researcher, Michelle Johnson.

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NORTH CENTERS STRATEGIC PLANNING REPORT FORM 2009 – 2010 FINAL STATUS REPORT

GOALS: (CIRCLE ONE): **1** 2 3 4 5 6

COMMITTEE: **ENROLLMENT MANAGEMENT**

REPORT COMPLETED BY: **DORIS M. GRIFFIN**

STRATEGIC PLAN OBJECTIVE	1.4 Demonstrate improvement of student processes used in admissions which addresses the needs of a diverse student population.																																																																
BASELINE DATA	<ul style="list-style-type: none"> 5285 of online applications & 6244 paper applications completed/processed for RC for FA09; 382 of 3430 (11.13%) RTG applications for Reedley College were submitted on-line for the FA09 semester. 																																																																
ACTIVITY(IES) TO ADDRESS OBJECTIVE	<ol style="list-style-type: none"> Open on-line admissions application to current high school seniors (RTG); On-line application workshops at local high schools (RTG); Create powerpoint demonstration of how to apply on-line Create information flyer to assist high school seniors to apply on line rather than in paper application format 																																																																
TARGET TO ACHIEVE	At least 50% of RTG applicants will apply on-line for 2010/11 academic year.																																																																
TARGET ACHIEVED	<p>As of January 22, 2010, a total of 2861 on-line applications and 8 paper applications have been processed. At this same time last year, 180 on-line applications and 630 paper applications had been processed.</p> <p>As of May 17, 2010:</p> <ul style="list-style-type: none"> a total of 6,574 on-line applications and 522 paper applications have been processed (Reedley College); For the RTG program, a total of 3,215 applications have been received; 3,111 (96.76%) of the RTG applications were submitted on-line. 																																																																
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: left;">REEDLEY COLLEGE APPLICATIONS</th><th colspan="4"></th></tr> <tr> <th></th><th>SU/FA 2009</th><th>%</th><th></th><th>SU/FA 2010</th><th>%</th></tr> </thead> <tbody> <tr> <td>Paper Apps</td><td style="text-align: center;">6244</td><td style="text-align: center;">54.16%</td><td></td><td style="text-align: center;">522</td><td style="text-align: center;">7.36%</td></tr> <tr> <td>On-Line Apps</td><td style="text-align: center;">5285</td><td style="text-align: center;">45.84%</td><td></td><td style="text-align: center;">6574</td><td style="text-align: center;">92.64%</td></tr> <tr> <td>Total Apps</td><td style="text-align: center;">11529</td><td></td><td></td><td style="text-align: center;">7096</td><td></td></tr> <tr> <td colspan="6"></td></tr> <tr> <th colspan="2" style="text-align: left;">Registration To Go Applications Only</th><th colspan="4"></th></tr> <tr> <th></th><th>SU/FA 2009</th><th>%</th><th></th><th>SU/FA 2010</th><th>%</th></tr> <tr> <td>Paper Apps</td><td style="text-align: center;">3048</td><td style="text-align: center;">88.86%</td><td></td><td style="text-align: center;">104</td><td style="text-align: center;">3.23%</td></tr> <tr> <td>On-Line Apps</td><td style="text-align: center;">382</td><td style="text-align: center;">11.14%</td><td></td><td style="text-align: center;">3111</td><td style="text-align: center;">96.77%</td></tr> </tbody> </table>					REEDLEY COLLEGE APPLICATIONS							SU/FA 2009	%		SU/FA 2010	%	Paper Apps	6244	54.16%		522	7.36%	On-Line Apps	5285	45.84%		6574	92.64%	Total Apps	11529			7096								Registration To Go Applications Only							SU/FA 2009	%		SU/FA 2010	%	Paper Apps	3048	88.86%		104	3.23%	On-Line Apps	382	11.14%		3111	96.77%
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	Total Apps	3430			3215		
CONCLUSIONS FROM DATA ANALYSIS	<p>The target of achieving at least 50% of RTG applications on-line for the 2010/11 academic year was far exceeded; 96.76% of RTG applicants applied on-line. High school students are very willing to use on-line technology to apply to college; this result has significant implications for other on-line services offered by the college.</p> <p>Use success of this process to other on-line services provided by the college; improve on-line registration processes through WebAdvisor using similar communication and learning strategies as was used with implementation of on-line applications.</p>						
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	Continue current on-line application processes with RTG high school students.						
TARGET DATES FOR IMPROVEMENT EFFORTS	Does not apply						
NEW TARGET FOR NEXT YEAR	Maintain current level of on-line application submissions.						
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	Use success of this process to other on-line services provided by the college; improve on-line registration processes through WebAdvisor using similar communication and learning strategies as was used with implementation of on-line applications.						

- Attach copy of assessment tool as appropriate.
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NORTH CENTERS STRATEGIC PLANNING REPORT FORM 2009 – 2010 FINAL STATUS REPORT

GOALS: (CIRCLE ALL THAT APPLY): **1** **2** 3 4 5 6

COMMITTEE: STUDENT SUCCESS

REPORT COMPLETED BY: NC COUNSELORS

STRATEGIC PLAN OBJECTIVE	1.5 Provide student support services including academic and career counseling		
BASELINE DATA	<ul style="list-style-type: none">➤ 140 SEP's completed in Sp09 at Willow (continue to develop SEP's for all students for general, financial aid appeals, veterans, honors, transfer, etc.; in the process of implementing E-Advising to assist in online educational planning)➤ Need SEP's for OC and MC – Michelle➤ During the 2009 year, we served approximately 28,561 (18,506 WI, 1,700 OC <i>estimated</i>, 8,355 MC) students on a walk-in basis. This does not include student phone calls, online services, or quick questions by students. It is important to emphasize that many students that seek counseling services at the North Centers are enrolled, attending other campuses in the district, or are potential students.➤ In 2009, the institutional research data shows that there were 17,571 students enrolled during the year and 28,561 students met with a counselor.		
	2009 Year	Students Served: 28,561	Counselors: 5 FT
	2008 Year	Students Served: 22,056	Counselors: 5 FT (3 Adjuncts)
	2007 Year	Students Served: 18,832	Counselors: 5 FT (3 Adjuncts)
	NC's Student to Counselor Ratio:	2009	1 Counselor to 5712 Students
	2008	1 Counselor to 2757 Students	
	2007	1 Counselor to 2354 Students	
ACTIVITY(IES) TO ADDRESS OBJECTIVE	<ul style="list-style-type: none">➤ Walk in counseling sessions➤ Express counseling sessions (satisfaction survey results available in the SLO report)➤ Group academic counseling & probation sessions➤ Online Counseling, Probation Workshops, Orientation & FAQ's➤ Individual appointment counseling sessions➤ Implemented 09 10 SARS to manage counseling appointments for special groups, walk in counseling, group activities, and specific services➤ Hire additional counselors – rated #6 on hiring recommendation for 2010		
TARGET TO ACHIEVE	The target goal of the NC's counseling department is to continue to provide adequate academic counseling services to students with limited resources.		

ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	
CONCLUSIONS FROM DATA ANALYSIS	
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	
TARGET DATES FOR IMPROVEMENT EFFORTS	
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	

- Attach copy of assessment tool as appropriate.
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**NORTH CENTERS
STRATEGIC PLANNING REPORT FORM
2009 – 2010
FINAL STATUS REPORT**

GOALS: (CIRCLE ONE): **1** 2 3 4 5 6

COMMITTEE: N/A

REPORT COMPLETED BY: ALLISHA ROSS

STRATEGIC PLAN OBJECTIVE	1.6 Increase student involvement in co-curricular and social activities.
BASELINE DATA	The Student Activities Office was involved in 63 activities during the 2008-2009 school year.
ACTIVITY(IES) TO ADDRESS OBJECTIVE	<ul style="list-style-type: none"> • Increase faculty and ASB sponsored events.
TARGET TO ACHIEVE	Add 10 more activities to the calendar for the 2009 – 2010 academic year.
TARGET ACHIEVED	Yes. There were a total of 73 activities during the 2009-2010 academic year.
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	N/A
CONCLUSIONS FROM DATA ANALYSIS	N/A
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	<ul style="list-style-type: none"> • Increased utilization of school website to promote events. • Training sessions for club advisors to enhance management skills of student clubs. • Recruitment of ASB volunteers to assist with activities throughout the year.

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TARGET DATES FOR IMPROVEMENT EFFORTS	Complete by Spring 2011.
NEW TARGET FOR NEXT YEAR	Maintain current level of SAO sponsored activities. Add 5 faculty and/or club activities to the schedule of events.
PLAN FOR RE- EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	Plan will be re-evaluated at the conclusion of the Spring 2011 semester. Data collection will utilize the master calendar of campus events and student activities calendar.

- **Attach copy of assessment tool as appropriate.**
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**NORTH CENTERS
STRATEGIC PLANNING REPORT FORM
2009 – 2010
FINAL STATUS REPORT**

GOALS: (CIRCLE ONE): **1** 2 3 4 5 6

COMMITTEE:

REPORT COMPLETED BY: **LYNN SAMUELIAN**

STRATEGIC PLAN OBJECTIVE	1.7 Increase the level of awareness and understanding of diversity at the course, program and center levels
BASELINE DATA	A baseline of 80% of the full-time faculty incorporate diversity into all aspects of the curriculum and classroom experience.
ACTIVITY(IES) TO ADDRESS OBJECTIVE	Sept 15, 2009, Hispanic Heritage Month Readings September 16, 2009, Mexican Independence Day Celebration September 23, 2009 Hispanic Heritage Month Film December 2, 2009 Las Posadas December 10, 2009 International Holiday Festival February 5, 2010 African American Read-In February 17, 2010 Black History Month Guest Speaker March 17, 2010 Women's History Month Film March 19, 2010 Women's History Month Reading March 24, 2010 Cesar Chavez Day of Service April 21, 2010 Asian Heritage Month Film May 5, 2010 Cinco De Mayo Chinese 1 and 2 curriculum has been developed and will be approved by the Curriculum Committee in the Fall '10
TARGET TO ACHIEVE	None at this time.
TARGET ACHIEVED	The target has been achieved.
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	
CONCLUSIONS	

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FROM DATA ANALYSIS	
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	At this time, there is no plan for improvement.
TARGET DATES FOR IMPROVEMENT EFFORTS	
NEW TARGET FOR NEXT YEAR	DROP for Next Year
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	Drop for Next Year

- **Attach copy of assessment tool as appropriate.**
- **Please keep all data used in assessing this Student Learning Outcome to be stored with our Institutional Researcher, Michelle Johnson.**

NORTH CENTERS STRATEGIC PLANNING REPORT FORM 2009 – 2010 FINAL STATUS REPORT

GOALS: (CIRCLE ALL THAT APPLY): **1** **2** 3 4 5 6

COMMITTEE: STUDENT SUCCESS

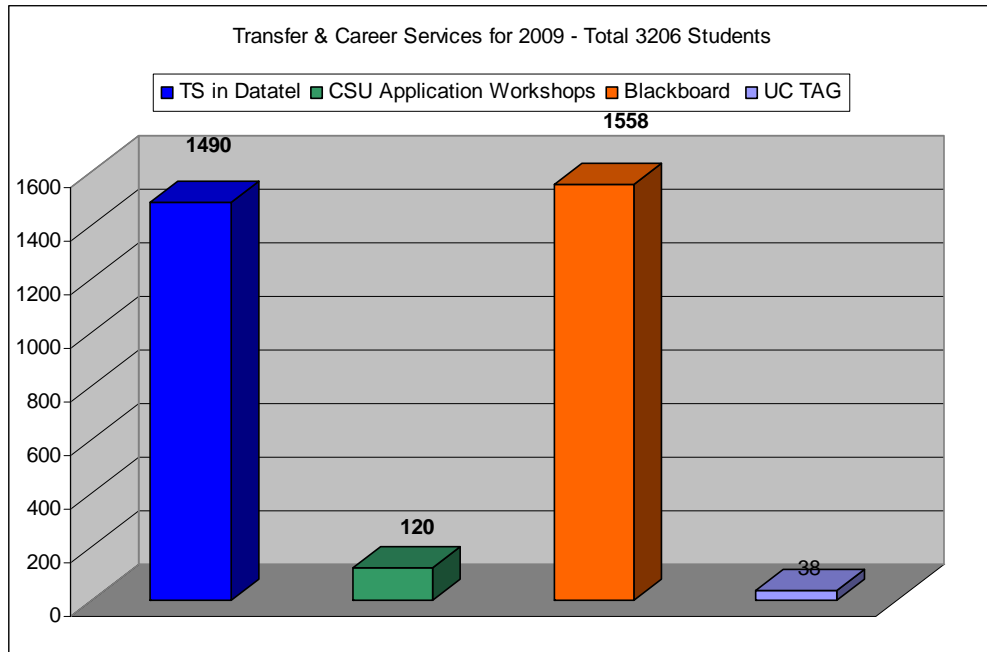
REPORT COMPLETED BY: NC COUNSELORS

STRATEGIC PLAN OBJECTIVE

2.1 Provide college programs that provide basic skills, transfer preparation, workforce preparation and lifelong learning opportunities

BASELINE DATA

The chart below shows the number of students who have participated in Transfer activities on campus. These activities are documented in Datatel as TS (Transfer Service), participants in the CSU application workshops, number of contacts on the Transfer/Career Blackboard site, and the number of UC Transfer Admission Guarantees that were completed. The North Centers serve several thousands of students who are planning to transfer; however, this chart only demonstrates the number of students who were able to connect with the Transfer/Career counselor. In order to continue to provide these services to students, we need to increase our availability and dedicate time to provide continuous improvement for these services.



The Meta program currently serves 30 students.

ACTIVITY(IES) TO ADDRESS OBJECTIVE	<ul style="list-style-type: none"> • CSU Application workshops for transfer preparation • Academic Counseling • Transfer Admission Guarantees • Career/Transfer Blackboard site • University outreach representatives • University Fieldtrips • Transfer Day • Meta – Making Every Transfer Attainable • CAA • CalWORKs • Vocational programs (LVN, Maintenance Mechanic, Pre Health, Medical Administrative Assistant) • Tutoring program and services
TARGET TO ACHIEVE	<p>The target goal of the NC's counseling department is to continue to provide quality college programs that provide basic skills, transfer preparation, workforce preparation and lifelong learning opportunities with limited counseling faculty.</p>
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	<ul style="list-style-type: none"> • The North Centers had 75 students attend a CSU workshop for the Fall 2010 transfer filing period. • There were 25 Transfer Admission Guarantees completed for students transferring FA 10. • Pull data from Blackboard site indicating usage • Cal Works students utilizing the ELC WI = 141 (FA 09-SP 10) • UC Davis field trip April 19th – 20 students • Cal Poly field trip May 7th – 17 students
CONCLUSIONS FROM DATA ANALYSIS	<p>The North Center's continues to provide a wide array of services to provide basic skills, transfer preparation, workforce preparation and lifelong learning opportunities with limited counseling faculty.</p>
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	<p>For the Fall 2010 CSU application workshops we will administer a survey through class climate. The Willow International Center will have a transfer center that will open Fall 2010. Due to budget constraints the Transfer Center will not be staffed and available for a walk in basis. The Madera and Oakhurst center do not have a Transfer/Career Center. During the Fall 2009 the Madera Center offered Coun 3A (CSU Transfer Topics) & 3B (UC Transfer Topics) for the META learning community.</p> <p>The transfer/career blackboard site is updated on a monthly basis with pertinent information. Develop a transfer brochure and better advertisement of future activities.</p>
TARGET DATES FOR IMPROVEMENT EFFORTS	<p>Fall 2010 begin better advertisement to students of activities listed above around campus.</p> <p>There are no current plans to add a transfer/career center at the Madera and Oakhurst due to space availability and lack of staff.</p>
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	

8/24/2010

- **Attach copy of assessment tool as appropriate.**
- **Please keep all data used in assessing this Student Learning Outcome to be stored with our Institutional Researcher, Michelle Johnson.**

**NORTH CENTERS
STRATEGIC PLANNING REPORT FORM
2009 – 2010
FINAL STATUS REPORT**

GOALS: (CIRCLE ONE): 1 **2** 3 4 5 6

COMMITTEE: CALWORKS COUNSELORS & ELC COORDINATOR

REPORT COMPLETED BY: GLORIA DE LA CRUZ-PULIDO / GINA VANG AND SHERYL YOUNG-MANNING

STRATEGIC PLAN OBJECTIVE	<p>1.4 Demonstrate improvement of student processes used in orientation, assessment and testing which address the needs of CalWORKs student population.</p> <p>1.5 Improve efficiency of counseling services including academic, career-occupational, and career counseling.</p>						
BASELINE DATA	<p>Madera Center's Baseline (Orientations) Willow International Baseline</p> <table><tr><td>Fall 2009, 35-50</td><td>Fall 2009 - 5</td></tr><tr><td>Spring 2010, 35-50 and</td><td>Spring 2010 - 10</td></tr><tr><td>Summer 2010, 30</td><td>Summer 2010 - 5</td></tr></table> <p>CalWORKs Orientation for NC's: (OR's in XCSM) – Michelle (Includes Face to Face Orientations)</p> <p>Fall 2009, Spring 10 and Su 10 Placement Tests Administered: - Dan Rivera</p> <p>SEP Baseline Data – pending</p>	Fall 2009, 35-50	Fall 2009 - 5	Spring 2010, 35-50 and	Spring 2010 - 10	Summer 2010, 30	Summer 2010 - 5
Fall 2009, 35-50	Fall 2009 - 5						
Spring 2010, 35-50 and	Spring 2010 - 10						
Summer 2010, 30	Summer 2010 - 5						
ACTIVITY(IES) TO ADDRESS OBJECTIVE	<ul style="list-style-type: none">➤ Provide a CalWORKs Orientation to all CalWORKs students by MC and WI CalWORKs Counselors. MC CalWORKs Orientation provides a comprehensive, with CalWORKs Counselor, General Counselor, ELC, FA and Madera DSS.➤ ELC tracks all CalWORKs students Orientation and activities annually, prints monthly reports for all CalWORKs students in Madera.➤ WI CalWORKs Counselor provides monthly CalWORKs orientations. Working on developing weekly CalWORKs orientation similar to FCC.➤ MC provides large group CalWORKs orientations in the beginning of each semester and a one-on-one CalWORKs orientation with each new CalWORKs student.						

	<ul style="list-style-type: none"> ➤ Provides In house placement assessments. Reports sent to student services now sent in excel format to be entered into Datatel ➤ Placement Assessment's to be reviewed individually prior to developing SEP. ➤ MC/WI CalWORKs Counselor develops SEP through the year on each new CalWORKs student. ➤ Both MC/ WI CalWORKs Counselor conduct mid-term process reports on all CalWORKs students enrolled. ➤ ELC provides tutoring for those CalWORKs students identified needing tutoring in mid semester. ➤ Provide priority registration for all CalWORKs students enrolled.
TARGET TO ACHIEVE	The target goal of the NC's counseling department is to continue to provide students with adequate orientation and assessment services with the NC's limited resources.
TARGET ACHIEVED	<p>*Put in a request for data 07/09 – 06/10 (OR's in XCSM – Michelle) 06/16/10</p> <p>*Check with David and Dan regarding Placement tests administered at the NC's 06/1610</p>
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	<p>*Pending results from Michelle and Dan</p> <p>*Based on feedback from students and individuals proctoring the test it would be useful to have the English/Math flowchart on the same sheet as their test results.</p> <p>The data that is collected for the assessment portion will be tests that were administered on campus only. It is difficult to pull the assessment data from RTG.</p>
CONCLUSIONS FROM DATA ANALYSIS	<p>All orientations are available in person through-out the year. CalWORKs students who go through the DSS process are required to attend the orientation at the either Madera Center or Willow International. CalWORKs students that do not attend the CalWORKs orientation will need to schedule an appointment with CalWORKs Counselor to have a face to face orientation. Counselors from the NC's, FCC and Reedley College collaborated on this project and continue to update as needed.</p> <p>RC has developed the CalWORKs Orientation Survey, which will be administered in the FA 2010.</p> <p>At Willow International there will be an Assessment center with 50 computers. This will be available for Fall 2010. We still lack the necessary staff to run an adequate assessment center. The North Centers lacks a point person for assessment purposes.</p> <p>At Madera Center there is a Computerized Placement Assessment center with 32 computers. However, there is only 1 Academic Educational Advisor for this service.</p>

8/24/2010

	There is a need to have additional staff assistance.
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	Improvements to the face to face and online orientation are an ongoing process. Beginning Fall 2010 Willow International will be offering the assessment test in the assessment room. We continue to lack necessary staff to run the assessment center due to the current budget constraints. Improvement in providing remedial and academic counseling services is ongoing.
TARGET DATES FOR IMPROVEMENT EFFORTS	Develop an CalWORKS survey that students would be required to take at the end of the face to face orientation as well as the assessment.
NEW TARGET FOR NEXT YEAR	
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	Administer CalWORKs Orientation Student survey FA 2010 and follow up SP 2011

- **Attach copy of assessment tool as appropriate.**
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**NORTH CENTERS
STRATEGIC PLANNING REPORT FORM
2009 – 2010
FINAL STATUS REPORT**

GOALS: (CIRCLE ONE): 1 **2** 3 4 5 6

COMMITTEE:

REPORT COMPLETED BY: **KELLY FOWLER**

STRATEGIC PLAN OBJECTIVE	2.2 Develop improvement strategies based on assessment results of Student Learning Outcomes
BASELINE DATA	Spring 2009: Approximately 46 Course SLOs were assessed Fall 2009: Approximately 64 Course SLOs were assessed Spring 2010 Approximately 43 Course SLOs were assessed
ACTIVITY(IES) TO ADDRESS OBJECTIVE	<ul style="list-style-type: none"> • SLO Workshops held for Faculty and Student Services at the Spring 2009 and Fall 2009 Duty Day • Joint Spring 2010 Duty Day with Reedley College—focus on Student Learning Outcomes • Reedley College Ad Hoc Assessment Committee—includes faculty and administration from Reedley College and Willow International CCC
TARGET TO ACHIEVE	Review % of SLOs assessed; 100% by Fall 2012. Review PLOs and assessment techniques utilized. Establish and Review GELOs for WI.
TARGET ACHIEVED	
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	<p>1.) Major improvement plan was to rewrite course SLOs. This included areas such as English, Biology Communication (Speech) and Art. Some areas are still in the process of rewriting course SLOs for their department.</p> <p>2.) Based on the Course SLO reports, improvement strategies varied. Some of them were as follows:</p> <ul style="list-style-type: none"> a. Results were positive—meaning no changes were necessary b. Further assessments related to the outcome need to be conducted c. Another strategy needs to be developed to assess that particular SLO d. Engage in professional development about best practices e. Assign homework assignments earlier in the semester and/or post teaching materials on web page for other instructors to assess
CONCLUSIONS FROM DATA	Faculty this semester seemed to take the time to revisit course curriculum and really address the effectiveness of their course SLOs. Many departments

ANALYSIS	rewrote or are rewriting their SLOs at the course level. Departments are also starting to address the assessment of Program Learning Outcomes as well—and to review how they are related.
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	Submittal process could be easier for faculty. Results should be posted quickly for review by the campus. Reports will be submitted to the College Center Council for discussion and review. Fall 2010 should involve assessment and analysis of SLOs as well as PLOs.
TARGET DATES FOR IMPROVEMENT EFFORTS	Continual.
NEW TARGET FOR NEXT YEAR	
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	

**The North Centers
(Willow International, Madera and Oakhurst)
Student Learning Outcomes Summary Report
Spring 2009**

COURSE ASSESSED	NUMBER OF SLOs	SLO FACULTY GUIDE
ART 2: Art Appreciation	1	Stephen Dent
BIOL 3: Introduction to Life Science	1	Tom Mester
ACCTG1A: Principles of Accounting	5	Jose Castaneda
IS 26A: Database Concepts and design	5	Ray Tjahjadi
CHEM 1B: General Chemistry	4	Shawn Fleming & Derek Dormedy
CHDEV 39: Child Development	1	Sallie Turpen
ENGL 1A: Reading and Composition	1	Cynthia Elliott
ENGL 125: College Writing Skills	1	Jeff Burdick
ENGL 1B: Introduction to Literature	3	Ewa Yarbrough
ENGL 126: College Reading Skills	1	Ann Brandon
ENGR 6: Circuits	2	Chris Glaves
GEOG 4B: World Geography	1	Jon McPhee
HLTH 1: Contemporary Health Issues	2	Becky Allen & Kristen Mattox
HIST 11: US History	1	Joe Libby
MATH 5A: Math Analysis I	1	Jim Ryan
PHIL 1: Introduction to Philosophy	1	Michael Stannard
PHIL 1C: Ethics	3	Michael Stannard
PHIL1CH: Honors Ethics	3	Michael Stannard
PHIL 1D: World Religions	1	Michael Stannard
PHIL 4: Critical Reasoning	1	Michael Stannard
PHIL 6: Logic	2	Michael Stannard
PE 6: Fitness and Health	2	Becky Allen & Kristen Mattox
PHYS 4A: Physics for Scientists & Engineers	1	Tony Abbott
POLSCI 2: American Government & Politics	1	Reg Spittle
PSY 2: General Psychology	1	Harold Seymour
SOC 1A: Introduction to Sociology	1	Robin Huigen
SPAN 1: Beginning Spanish	1	Lupe Vega
Total Number Courses: 27	Total Number of SLOs: 46	

**The North Centers
(Willow International, Madera and Oakhurst)
Student Learning Outcomes Summary Report
Fall 2009**

COURSE ASSESSED	NUMBER OF SLOs	SLO FACULTY GUIDE
CHDEV 39: Child Development	4	Tina Luerra
CRIM 1: Introduction to Criminology	5	Garry Elliott
CRIM 6B: Criminal Law	2	Garry Elliott
CRIM 7A: Patrol Procedures	2	Garry Elliott
CRIM 8: Criminal Investigations	4	Garry Elliott
CRIM 10: Vice Investigations	3	Garry Elliott
CRIM 20: Correctional Institutions	3	Garry Elliott
CRIM 28: Probation & Parole	2	Garry Elliott
English	1	Cynthia Elliott
GEOG 5: Environmental Conditions	1	Jon McPhee
HIST 1: Western Civilization to 1648	2	David Richardson
HIST 20: Comparative World Civilization to 1600	2	David Richardson
HIST 12: US History Since 1877	1	Joe Libby
HIST 11: US History to 1877	1	Joe Libby
MATH 4A: Trigonometry	7	Jim Ryan
MATH 5A: Math Analysis I	4	Jim Ryan
PHIL 6: Logic	2	Michael Stannard
PHYS 4A: Physics for Scientist and Engineers	4	Tony Abbott
PE 18: Floor Exercises	1	Becky Allen
PE 14: Volleyball	1	Becky Allen
PE 12: Swim for Fitness	1	Becky Allen
PE 16: Fitness Walking	3	Becky Allen
PSY 16: Abnormal Psychology	1	Harold Seymour
POLSCI 2: American Government and Politics	2	Lee Brown
SOC 1A: Introduction to Sociology	1	Robin Huigen
SPAN 1: Beginning Spanish	2	Karen Hammer
SPAN 2: High-Beginning Spanish	2	Karen Hammer
Total Number of Courses: 27 Courses	Total Number of SLOs: 53	

**The North Centers
(Willow International, Madera and Oakhurst)
Student Learning Outcomes Summary Report
Spring 2011**













COURSE ASSESSED	NUMBER OF SLOs	SLO FACULTY GUIDE
ART 37A	All	Kirt King
ART 37B	All	Kirt King
ART 30A	All	Kirt King
ART 30B	All	Kirt King
BIOL 22	1	Tom Mester/Arla Hile
ENGL 126	0	Ann Brandon
ENGL 262	0	Ann Brandon
ENGL 3 and ENGL 3H	1	Cynthia Elliott
ENGL 1A	5	Jeff Burdick/Melanie Sanwo
ENGR 6 Circuits with Lab	6	Chris Glaves
GEOG 9	2	Jon McPhee
HIST 1: Western Civilization to 1648	2	David Richardson
HIST 20: Comparative World Civilization to 1600	2	David Richardson
HIST 2: Western Civilization sine 1648	2	David Richardson
PHOTO 1	2	Michael Stannard
POLSCI 2: American Government and Politics	4	Reg Spittle
POLSCI 2: American Government and Politics	2	Lee Brown
PHYS 2B	3	Craig T. Van Degrift
PHYS 4A: Physics for Scientist and Engineers	4	Tony Abbott
SPAN 1: Beginning Spanish	2	Karen Hammer
SPAN 2: High-Beginning Spanish	2	Karen Hammer
SPAN 3NS	3	Lupe Vega
SPEECH	0	Nancy Vagim
Student Services	0	Erica Johnson
Total Number of Courses: 27 Courses	Total Number of SLOs: 43	

NORTH CENTERS STRATEGIC PLANNING REPORT FORM 2009 – 2010 FINAL STATUS REPORT

GOALS: (CIRCLE ONE): 1 **2** 3 4 5 6

COMMITTEE: COLLEGE CENTER COUNCIL

REPORT COMPLETED BY: DEBORAH IKEDA

STRATEGIC PLAN OBJECTIVE	2.3 Improve the connection between the Program Review, Strategic Planning and resource allocation process.
BASELINE DATA	The College Center Council received oral and written reports from all Program Reviews with the results used for resource allocation.
ACTIVITY(IES) TO ADDRESS OBJECTIVE	<p>Faculty that completed Program Reviews in 2009-10 gave a presentation to the College Center Council that included budget implications. The following program reviews were presented at the College Center Council Meetings:</p> <ul style="list-style-type: none">  Biology 2009 Document.doc (1.724 MB)  CHEM2009 Final (1).doc (2.432 MB)  Child Dev. Program Review - Final.doc (1.74 MB)  Computer Science Program Review 2009 Final.doc (649 KB)  CRIMINOLOGY PROGRAM REVIEW.doc (518 KB)  ENGR PROGRAM REVIEW SELF-STUDY 8-27-09.docx (109.05 KB)  FAO Program Review.091409.doc (3.13 MB)  GEOGRAPHY (draft).doc (358.5 KB)  LIB PR to Committee 9.11.2009 .docx (1.007 MB)  LVN program review 4-2009.pdf (523.362 KB)  Math Program Review 9.1.09_1.doc (1.867 MB)  Physics Program Review Self Study 9-13-09.doc (605 KB)
TARGET TO ACHIEVE	All Program Reviews submitted from 2009-10 would be reviewed by the College Center Council.
TARGET ACHIEVED	Completed.
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	Budget information from the Program Reviews was and will be considered during the budget allocation process.

CONCLUSIONS FROM DATA ANALYSIS	Many of the budget requests resulting from Program Review were provided for during the budget allocation process.
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	Insure all program reviews are presented to the CCC.
TARGET DATES FOR IMPROVEMENT EFFORTS	2010-11
NEW TARGET FOR NEXT YEAR	100% of the Program Reviews will be presented to the CCC
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	Check minutes of the CCC to insure all Program Reviews were presented.

- **Attach copy of assessment tool as appropriate.**
- **Please keep all data used in assessing this Student Learning Outcome to be stored with our Institutional Researcher, Michelle Johnson.**

NORTH CENTERS STRATEGIC PLANNING REPORT FORM 2009 – 2010 FINAL STATUS REPORT

GOALS: (CIRCLE ONE): 1 2 3 4 5 6

COMMITTEE: LIBRARY

REPORT COMPLETED BY: CYNTHIA MACDONALD

STRATEGIC PLAN OBJECTIVE	2.4 Increase library resources and materials.																																																											
BASELINE DATA	<table border="1"> <thead> <tr> <th colspan="3">Madera Center Library</th><th></th></tr> <tr> <th></th><th>2008-2009</th><th>2009-2010</th><th>% Increase</th></tr> </thead> <tbody> <tr> <td>New Print Material added</td><td>486</td><td>160</td><td></td></tr> <tr> <td>New Multimedia added (audiobooks and DVDs)</td><td>137</td><td>15</td><td></td></tr> <tr> <td>TOTAL New added</td><td>623</td><td>175</td><td></td></tr> <tr> <td>TOTAL Multimedia Holdings</td><td>263</td><td>278</td><td></td></tr> <tr> <td>TOTAL Library Holdings</td><td>5980</td><td>6155</td><td>+3%</td></tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="3">Willow International Center Library</th><th></th></tr> <tr> <th></th><th>2008-2009</th><th>2009-2010</th><th>% Increase</th></tr> </thead> <tbody> <tr> <td>New Print Material Added</td><td>541</td><td>4072</td><td></td></tr> <tr> <td>New Multimedia Added (audiobooks and DVDs)</td><td>48</td><td>85</td><td></td></tr> <tr> <td>TOTAL New added</td><td>589</td><td>4157</td><td></td></tr> <tr> <td>TOTAL Multimedia Holdings</td><td>209</td><td>294</td><td></td></tr> <tr> <td>TOTAL Library Holdings</td><td>4,116</td><td>8,273</td><td>+101%</td></tr> </tbody> </table>				Madera Center Library					2008-2009	2009-2010	% Increase	New Print Material added	486	160		New Multimedia added (audiobooks and DVDs)	137	15		TOTAL New added	623	175		TOTAL Multimedia Holdings	263	278		TOTAL Library Holdings	5980	6155	+3%	Willow International Center Library					2008-2009	2009-2010	% Increase	New Print Material Added	541	4072		New Multimedia Added (audiobooks and DVDs)	48	85		TOTAL New added	589	4157		TOTAL Multimedia Holdings	209	294		TOTAL Library Holdings	4,116	8,273	+101%
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ACTIVITY(IES) TO ADDRESS OBJECTIVE	1. Increase library holdings at both Centers 2. Work with Library Liaison committee, Dean of Instruction Willow to significantly increase Willow library holdings																																																											
TARGET TO ACHIEVE	1. Increase library collections by 3-5% 2. Increase WI holdings by 100% (new one-time funding windfall)																																																											
TARGET ACHIEVED	1. Yes 2. Yes																																																											

ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	New holdings assessed through Ingram jobber acquisition activities – ordered/received/backordered/canceled. New holdings reports of processed materials added to Madera and Willow collections will run in ILS system summer 2010. Circulation reports by media type will run in ILS system summer 2010 to assess use of materials.
CONCLUSIONS FROM DATA ANALYSIS	Collection development strategies for selection were successful, with enthusiastic and coordinated faculty contributions across the curriculum. One – time funds contribution for Willow significantly increased holdings in library.
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	Funding for 2010/11 will reduce to 2009/10 regular funding levels. Will work for 3-5% increase in holdings in both libraries. Reduce print periodical holdings to reflect reduced budget and allot for acquisition of other materials.
TARGET DATES FOR IMPROVEMENT EFFORTS	Resume acquisition activities fall 2010 Complete acquisitions February 2011
NEW TARGET FOR NEXT YEAR	Increase library materials by 3-5%
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	Run circulation and holdings reports summer and fall 2010, spring 2011 Calculate new materials acquisitions spring 2011

- **Attach copy of assessment tool as appropriate.**
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**NORTH CENTERS
STRATEGIC PLANNING REPORT FORM
2009 – 2010
FINAL STATUS REPORT**

GOALS: (CIRCLE ONE): 1 **2** 3 4 5 6

COMMITTEE: **STAFF DEVELOPMENT**

REPORT COMPLETED BY: **DEBORAH IKEDA**

STRATEGIC PLAN OBJECTIVE	2.5 Develop additional professional growth opportunities for all faculty and support personnel with a focus based on research proven Best Practices.
BASELINE DATA	4 Staff Development activities were held in 2008-09, and 17 faculty or staff attended 17 different conferences.
ACTIVITY(IES) TO ADDRESS OBJECTIVE	6 Staff Development Activities were held in 2009-10 and 106 faculty and staff attended 15 different conferences such as the SLO workshop for all faculty and administrators, Oregon Rhetoric and Composition Conference, Articulation Conferences, Microsoft Office New Version Software Training, Classified Professionals Workshop Day and English Council for faculty of community colleges.
TARGET TO ACHIEVE	Increase the number of faculty and staff participating in staff development.
TARGET ACHIEVED	Yes.
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	More faculty and staff participated in Staff Development organized by the campus and District.
CONCLUSIONS FROM DATA ANALYSIS	Budget restrictions forced campus faculty and staff to be more creative in developing on-campus Staff Development Activities.
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING,	Continue working with Faculty and Staff on developing in-house staff development activities to improve student success

8/24/2010

STAFFING, COMMUNICATION, ETC.)	
TARGET DATES FOR IMPROVEMENT EFFORTS	2010-11
NEW TARGET FOR NEXT YEAR	Increase the number of faculty and staff attending workshops and conferences.
PLAN FOR RE- EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	Develop a method to capture all the staff development activities faculty are attending that don't cost anything and are therefore not captured on our staff development Blackboard site.

- **Attach copy of assessment tool as appropriate.**
- **Please keep all data used in assessing this Student Learning Outcome to be stored with our Institutional Researcher, Michelle Johnson.**

**NORTH CENTERS
STRATEGIC PLANNING REPORT FORM
2009 – 2010
FINAL STATUS REPORT**

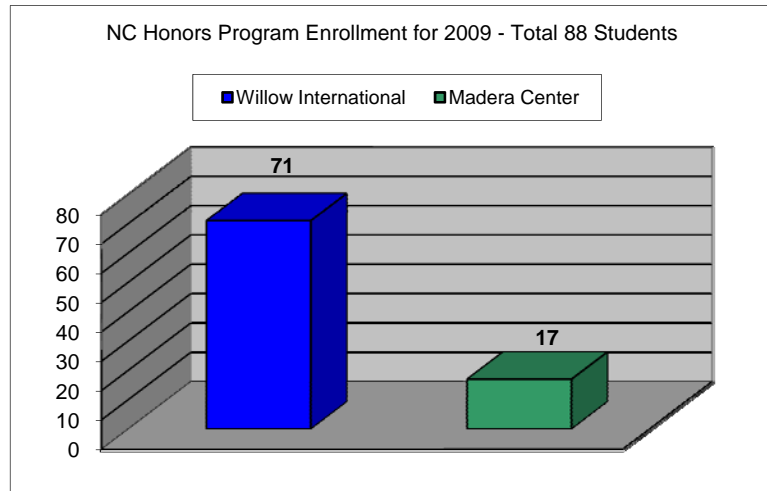
GOALS: (CIRCLE ALL THAT APPLY): 1 2 3 4 5 6

COMMITTEE: **STUDENT SUCCESS**

REPORT COMPLETED BY: **NC COUNSELORS**

STRATEGIC PLAN OBJECTIVE	2.6 Maintain involve in transfer/career services, honors programs, and tutorial centers										
BASELINE DATA	<p>The North Centers have 2 full time counselors (one at each site) focusing on the Willow International and Madera Career/Transfer Centers activities. In order to better serve students planning to transfer and provide adequate career exploration services, additional full time counselors need to focus all efforts on these services. The chart below shows the number of students who have participated in Transfer activities on campus. These activities are documented in Datatel as TS (Transfer Service), participants in the CSU application workshops, number of contacts on the Transfer/Career Blackboard site, and the number of UC Transfer Admission Guarantees that were completed. The North Centers serve several thousands of students who are planning to transfer; however, this chart only demonstrates the number of students who were able to connect with the Transfer/Career counselor. In order to continue to provide these services to students, we need to increase our availability and dedicate time to provide continuous improvement for these services.</p> <div><p>Transfer & Career Services for 2009 - Total 3206 Students</p><table border="1"><thead><tr><th>Service Category</th><th>Number of Students</th></tr></thead><tbody><tr><td>TS in Datatel</td><td>1490</td></tr><tr><td>CSU Application Workshops</td><td>120</td></tr><tr><td>Blackboard</td><td>1558</td></tr><tr><td>UC TAG</td><td>38</td></tr></tbody></table></div>	Service Category	Number of Students	TS in Datatel	1490	CSU Application Workshops	120	Blackboard	1558	UC TAG	38
Service Category	Number of Students										
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The North Centers Honors program began Fall 2006. The Honors program also requires additional time, commitment, and attention from the counseling faculty to ensure its' continuous growth and success throughout the North Centers.



The above chart represents the number of students that are currently participating in the NC's Honors program. This chart shows that the Willow International Center Honors program currently has 71 students enrolled and the Madera Center Honors program currently has 17 students enrolled. Two full time counselors dedicate a portion of their time to the Honors program. In addition to providing counseling to these students, field trips have been coordinated, and an Honors reception is provided. In order to continue to provide these services to students, we need to increase our availability and dedicate time to provide continuous improvement for these services.

ACTIVITY(IES) TO ADDRESS OBJECTIVE

- CSU Application workshops for transfer preparation
- Academic Counseling
- Transfer Admission Guarantees
- Career/Transfer Blackboard site
- University outreach representatives
- University Fieldtrips
- Transfer Day
- Honors Program
- Honors Reception, Priority Registration, Committee Meetings
- Tutorial Services

TARGET TO ACHIEVE

The target goal of the NC's counseling department is to continue to provide adequate transfer/career services, honors program services & activities, and tutorial services with the limited counseling faculty available.

ASSESSMENT RESULTS

8/24/2010

(USE ADDITIONAL SPACE IF NECESSARY)	
CONCLUSIONS FROM DATA ANALYSIS	
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	
TARGET DATES FOR IMPROVEMENT EFFORTS	
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	

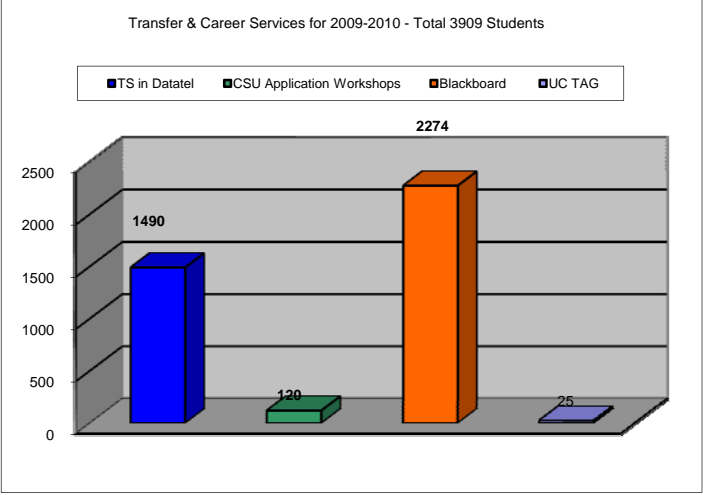
- **Attach copy of assessment tool as appropriate.**
- **Please keep all data used in assessing this Student Learning Outcome to be stored with our Institutional Researcher, Michelle Johnson.**

**NORTH CENTERS
STRATEGIC PLANNING REPORT FORM
2009 – 2010
FINAL STATUS REPORT**

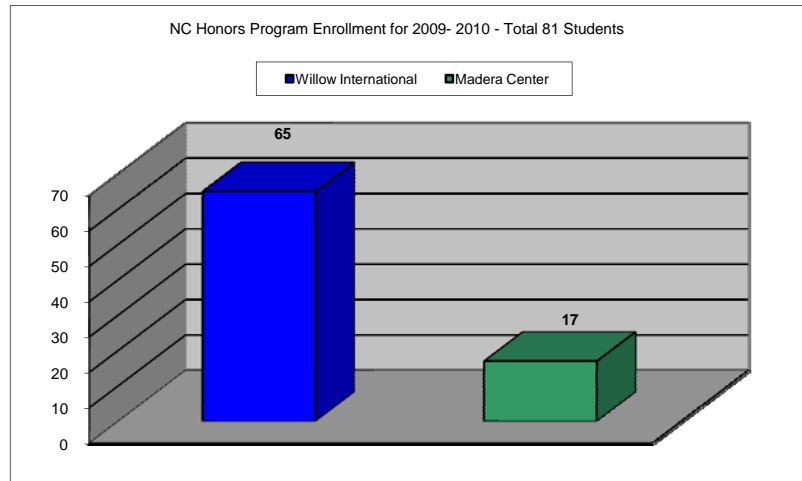
GOALS: (CIRCLE ALL THAT APPLY): 1 2 3 4 5 6

COMMITTEE: **STUDENT SUCCESS**

REPORT COMPLETED BY: **NC COUNSELORS**

STRATEGIC PLAN OBJECTIVE	2.6 Maintain involve in transfer/career services, honors programs, and tutorial centers										
BASELINE DATA	<p>The North Centers have 2 full time counselors (one at each site) focusing on the Willow International and Madera Career/Transfer Centers activities. In order to better serve students planning to transfer and provide adequate career exploration services, additional full time counselors need to focus all efforts on these services. The chart below shows the number of students who have participated in Transfer activities on campus. These activities are documented in Datatel as TS (Transfer Service), participants in the CSU application workshops, number of contacts on the Transfer/Career Blackboard site, and the number of UC Transfer Admission Guarantees that were completed. The North Centers serve several thousands of students who are planning to transfer; however, this chart only demonstrates the number of students who were able to connect with the Transfer/Career counselor. In order to continue to provide these services to students, we need to increase our availability and dedicate time to provide continuous improvement for these services.</p> <div><p>Transfer & Career Services for 2009-2010 - Total 3909 Students</p><table border="1"><thead><tr><th>Service</th><th>Number of Students</th></tr></thead><tbody><tr><td>TS in Datatel</td><td>1490</td></tr><tr><td>CSU Application Workshops</td><td>120</td></tr><tr><td>Blackboard</td><td>2274</td></tr><tr><td>UC TAG</td><td>25</td></tr></tbody></table></div>	Service	Number of Students	TS in Datatel	1490	CSU Application Workshops	120	Blackboard	2274	UC TAG	25
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UC TAG	25										

The North Centers Honors program began Fall 2006. The Honors program also requires additional time, commitment, and attention from the counseling faculty to ensure its' continuous growth and success throughout the North Centers.



The above chart represents the number of students that are currently participating in the NC's Honors program. This chart shows that the Willow International Center Honors program currently has 65 students enrolled and the Madera Center Honors program currently has 17 students enrolled. Two full time counselors dedicate a portion of their time to the Honors program. In addition to providing counseling to these students, field trips have been coordinated, and an Honors reception is provided. In order to continue to provide these services to students, we need to increase our availability and dedicate time to provide continuous improvement for these services.

ACTIVITY(IES) TO ADDRESS OBJECTIVE

- CSU Application workshops for transfer preparation
- Academic Counseling
- Transfer Admission Guarantees
- Career/Transfer Blackboard site
- University outreach representatives
- University Fieldtrips
- Transfer Day
- Honors Program
- Honors Reception, Priority Registration, Committee Meetings
- Tutorial Services

TARGET TO ACHIEVE

The target goal of the NC's counseling department is to continue to provide adequate transfer/career services, honors program services & activities, and tutorial services with the limited counseling faculty available.

ASSESSMENT RESULTS

The North Centers provided a SARS call and email to students informing them of the Honors priority workshop at Willow International. We had 35 students attend the workshop.

(USE ADDITIONAL SPACE IF NECESSARY)	
CONCLUSIONS FROM DATA ANALYSIS	Feedback from students was positive. However, the counselors determined it would be more efficient to have a completed SEP in their file. Due to the limited amount of counselors this would help expedite the workshop.
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	<ul style="list-style-type: none"> • We continue to put in requests for a new counselor to assist with the Transfer/Career services. However, with the current budget situation we are limited to our services that we can provide. Therefore, we are offering a lot of career services through our online blackboard site. •
TARGET DATES FOR IMPROVEMENT EFFORTS	<ul style="list-style-type: none"> • Starting in October 2010 we will begin conducting surveys for the services we provide in our workshops.
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	<ul style="list-style-type: none"> • During the Fall 2010 semester we plan on emailing a survey to students served in our honors priority registration workshop and CSU application workshop. This feedback will allow us to improve our services as needed. This survey will be through class climate.

- **Attach copy of assessment tool as appropriate.**
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NORTH CENTERS STRATEGIC PLANNING REPORT FORM 2009 – 2010 FINAL STATUS REPORT

GOALS: (CIRCLE ONE): 1 2 3 4 **5** 6

COMMITTEE: HUMAN SERVICES – COMMITTEE & COUNSELOR

REPORT COMPLETED BY: GLORIA DE LA CRUZ-PULIDO / JIM CHIN

STRATEGIC PLAN OBJECTIVE	<p>2.1 Provide quality College programs that provide basic skills, transfer preparation, workforce preparation, and lifelong learning opportunities.</p> <p>3.1 Continued to develop plans for future Career Technical programs and facilities as well as partnerships with local educational agencies and the community.</p> <p>1.5 Improve efficiency of counseling services including academic, career – occupational, and career counseling.</p>																																															
BASELINE DATA	<p>A = Strongly Agree; B = Agree; C = Disagree; D = Strongly Disagree; E = N/A</p> <table border="1"> <thead> <tr> <th>HS Community local agencies input</th> <th>A</th> <th>B</th> <th>C</th> <th>D</th> <th>E</th> </tr> </thead> <tbody> <tr> <td>1. Which best describes your organization?</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2. What is your need for HS employment positions?</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>3. How difficult is it to find fully experienced and qualified applicants?</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>4. What is your organizations employee turnover rate?</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>5. Would you consider hiring qualified MCCC graduates in Human Services?</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="6" style="text-align: center;"><u>Total</u></td> </tr> </tbody> </table>						HS Community local agencies input	A	B	C	D	E	1. Which best describes your organization?						2. What is your need for HS employment positions?						3. How difficult is it to find fully experienced and qualified applicants?						4. What is your organizations employee turnover rate?						5. Would you consider hiring qualified MCCC graduates in Human Services?						<u>Total</u>					
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ACTIVITY(IES) TO ADDRESS OBJECTIVE	<p>2.1. Developed the Human Services 17 unit- Certificate program and submitted to the State Chancellor's Office by April 8, 2010.</p> <p>3.1 Developed the Human Service (HS) Employer's Survey and conducted HS Employer's survey by December, 20, 2009</p>																																															
TARGET TO ACHIEVE	<p>Goal 1. – Complete the Human Services 17 unit Certificate program and have it Approved for the FA 2010.</p> <p>Goal 2. – Obtain input from Madera, Fresno and Tulare County local businesses, county, state and local government agencies who hire employees in Human Services fields</p>																																															
TARGET ACHIEVED	<p>2.1 The Human Service 17 unit – Certificate program was approved June, 14, 2010, by the State Chancellor's Office.</p> <p>3.1 Conducted the Human Service Employer's Surveys from Madera, Fresno and Tulare County businesses, county, state and local government agencies who</p>																																															

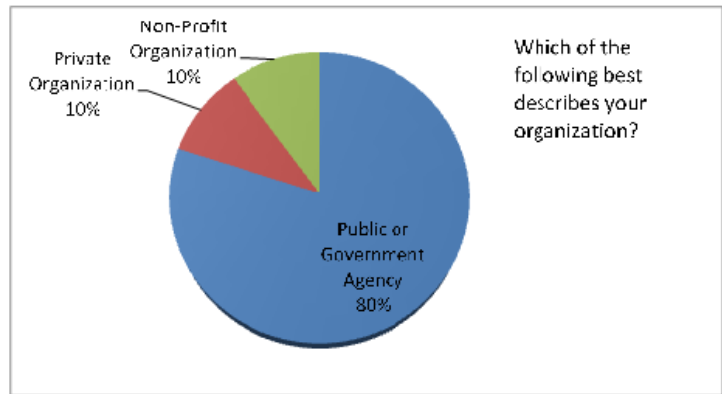
	answered questions related to Human Services employment needs.
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	Results from the Human Services Employer's Surveys – see the attached.
CONCLUSIONS FROM DATA ANALYSIS	15 Human Services Employer Surveys were sent out in December 2009, to 15 local businesses, county, state and local government agencies who hire Human Services employees. From those 15 surveys, 10 agencies responded. Eight (8) 80% of these agencies consider themselves a public or government agency, and the other (2) 10% are private or non-profit organizations. All ten (10) agencies responded they have a need for human service worker positions. Employee titles: 396 Human Services Support; 711 Eligibility Workers; Employment & Training Workers 216; Social Worker Assistant 45 and 14 Youth Workers. Over 75% of the respondents reported it was somewhat difficult finding experience and qualified applicants. 87% of the responded consider a “medium” employee turnover rate in their organization. 86% of the respondents reported they would consider hiring qualified MCCC graduates in the Human Services.
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	3.1 Solicit student and faculty input by conducting Human Service Student surveys from students who are enrolled in Human Services courses.
TARGET DATES FOR IMPROVEMENT EFFORTS	December 2010
NEW TARGET FOR NEXT YEAR	
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	

- Attach copy of assessment tool as appropriate.

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1 Which of the following best describes your organization:

Public or Government Agency	8
Private Organization	1
Non-Profit Organization	1

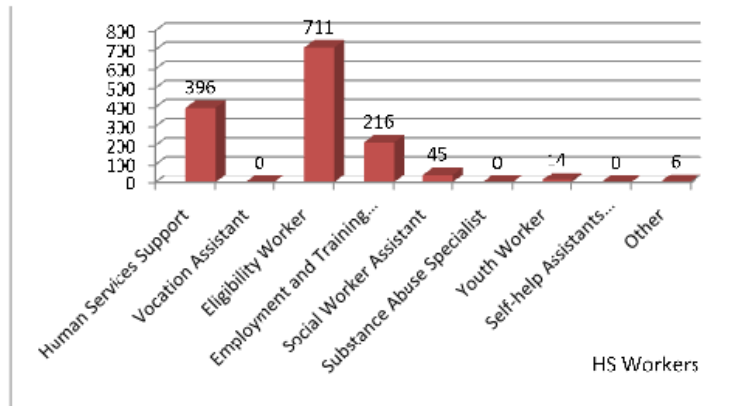


2 We are currently seeking information on the need for human services worker positions.

What title are using by your organization for persons in these positions?

Please check all that apply and include the number of employees per area next to the title:

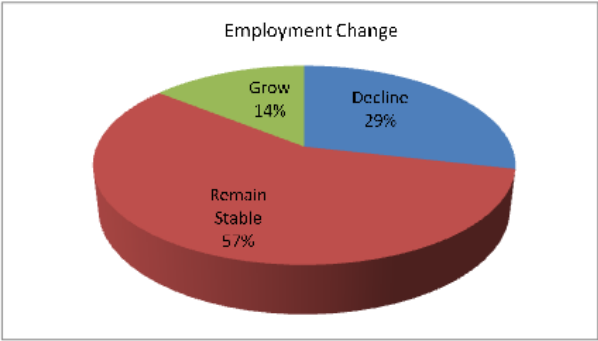
Human Services Support	396
Vocation Assistant	0
Eligibility Worker	711
Employment and Training Worker	216
Social Worker Assistant	45
Substance Abuse Specialist	0
Youth Worker	14
Self-help Assistants (Family Law & Family Support)	0
Other	6



8/24/2010

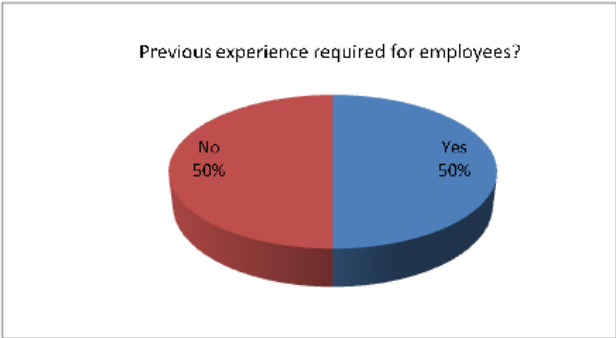
3 During the last year, did your organization's employment change in these occupations?

Decline	2
Remain Stable	4
Grow	1



4 In previous experience required for the employees you hire for human services positions?

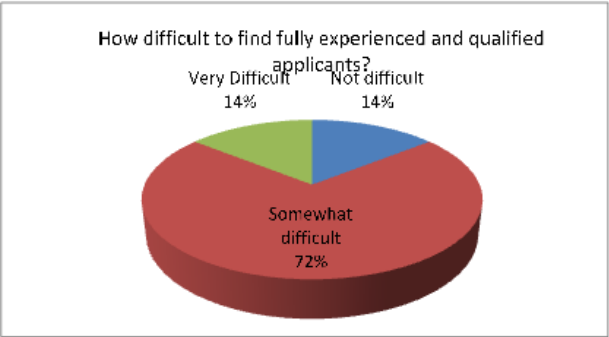
Yes	4
No	4



8/24/2010

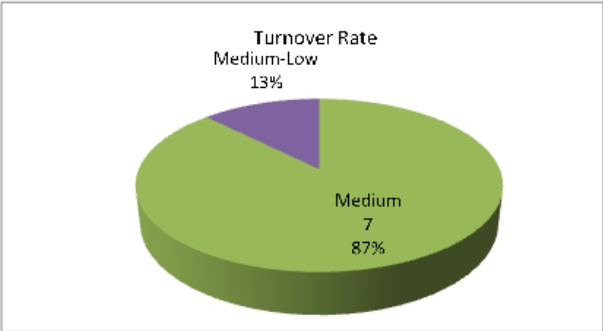
5 How difficult is it to find fully experienced and qualified applicants?

Not difficult	1
Somewhat difficult	5
Very Difficult	1



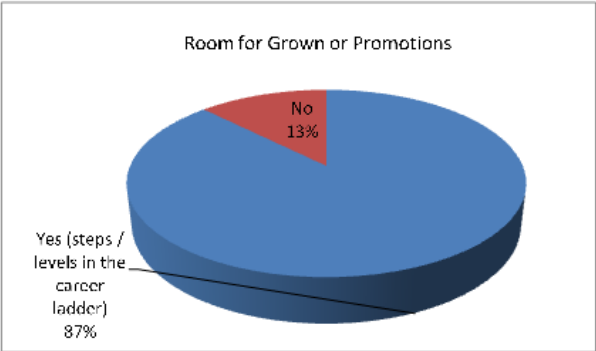
6 Would you consider the turnover rate of employees with your organization to be:

High	0
High-Medium	0
Medium	7
Medium-Low	1
Low	0



7 Is there room for growth or promotions in your organization?

Yes (steps / levels in the career ladder)	7
No	1



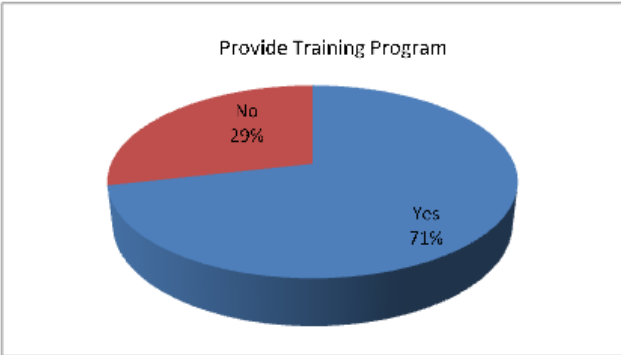
8 At your organization, what is the usual income for Human Services workers with the following skills level?

New Hires / No Experience	New Hires / Experienced
\$ 9.00	\$ 10.70
\$ 10.49	\$ 12.00
\$ 11.00	\$ 13.00
\$ 11.60	\$ 13.00
\$ 12.57	\$ 15.40
\$ 13.00 monthly stipend, \$4,725 education award	
\$ 13.98	
\$ 15.00	
\$ 1,100.00	

8/24/2010

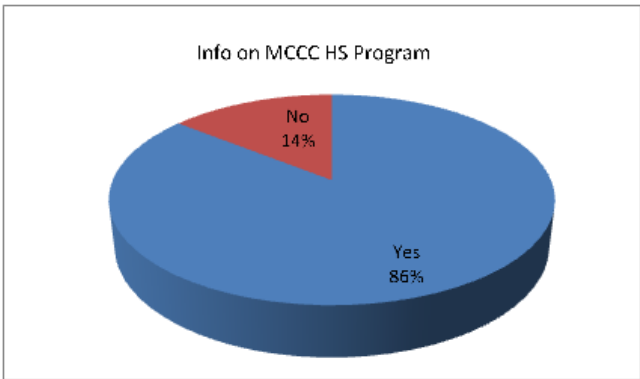
9 Does your organization have a training program?

Yes	5
No	2



10 Would you be interested in receiving information about Madera Community College Center's - Human Services program?

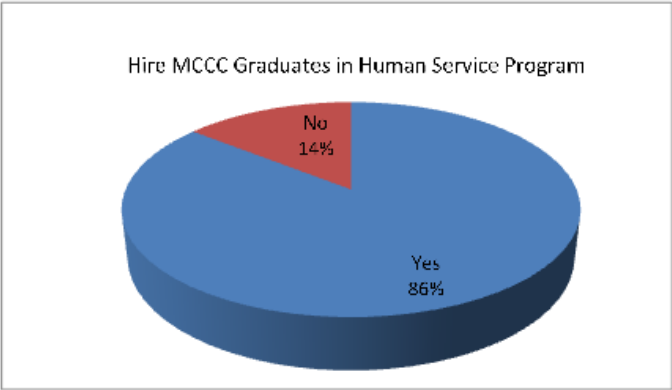
Yes	6
No	1



8/24/2010

11 Would you consider hiring qualified MCCC graduates in Human Services?

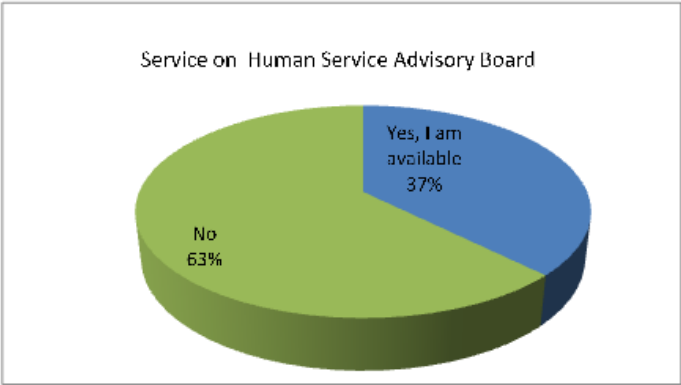
Yes	6
No	1



12 Would you be willing to sit on our advisory board?

We will meet 4 times a year to discuss the state of Human Services industry in Madera County.

Yes, I am available	3
Yes, in the future	0
No	5



8/24/2010

14 In your opinion, which Human Services courses would you like MCCC to offer?

Interviewing
Case Management
Not Sure
Data Collection and File Maintenance (including case narratives)
Case Management Practices
Unknown at this time
Supervised Visitation
Human Services Case Management
Math
Alcohol and Drug
Administering and Interpreting Vocational Assessments
Cultural Competence/Diversity
Safety in the Field
Interviewing and Assessing Clients
Intro To Social Welfare
Community Resource Development
Maintaining Appropriate Boundaries
Crisis Intervention

15 Do you have any questions or comments?

No
Not at this time.
- We typically do not accept applicants without experience.
- Our position require a minimum of one year office environment experience and although we do not have "social worker"
- type positions, our Family Self-Sufficiency position are similar in that they provide assistance to families who are in
- our Section 8 and/or Public Housing programs with tools to help them become more self-sufficient and possible home owners.

**NORTH CENTERS
STRATEGIC PLANNING REPORT FORM
2009 – 2010
FINAL STATUS REPORT**

GOALS: (CIRCLE ALL THAT APPLY): **1** **2** 3 4 5 6

COMMITTEE: **STUDENT SUCCESS**

REPORT COMPLETED BY: **NC COUNSELORS**

STRATEGIC PLAN OBJECTIVE	3.2 Establish, maintain, and enhance partnerships with local high schools and community based organizations
BASELINE DATA	<u>High School Enrichment:</u> The North Centers offer the High School Enrichment program for Juniors and Seniors. During the 2009 year, Willow International served 266 students and Madera Center served 220 students. The Oakhurst Center counselor also offers the High School Enrichment program to the local high school students. <u>MCCAP:</u> The Madera Center College Advantage Program began at the Madera Center in the Fall 2001 in collaboration with Madera Unified School District. This program is served by full time counselor focusing a large portion of her time to the

	<p>development of this program.</p> <p><u>NCCAP:</u> The Oakhurst Center and Willow International Center are now offering the North Centers College Advantage Programs. The full time counselor at each site is responsible for the development of these programs.</p> <p><u>CAHSEE:</u> The Madera Center began the CAHSEE program in July 2008. The CAHSEE program provides tutoring to high school students and students out of high school within the last two years to assist them with passing the high school exit exam. This program is served by a CAHSEE Advisory Committee which includes a project director and one part-time counselor who are responsible for the CAHSEE program.</p> <p>Data available for each activity below available upon request.</p>
ACTIVITY(IES) TO ADDRESS OBJECTIVE	<ul style="list-style-type: none"> • Spring Extravaganza • Upward Bound • MAYA • NCCAP • MCCAP • RTG • High School Enrichment • Veteran Resource Day • College Night • Transfer Day • High school leadership conferences • Host site for SAT/ACT • CAHSEE • Madera and Fresno Fair • Showcase of Schools
TARGET TO ACHIEVE	The target goal of the NC's counseling department is to continue to establish, maintain and enhance partnerships with local high schools and community based organizations with a limited counseling faculty.
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	<p><u>CAHSEE:</u> 80 students served, 10 students passed the CAHSEE.</p> <p>Get RTG survey results?? David Spring Extravaganza SLO - McPhee</p>
CONCLUSIONS FROM DATA ANALYSIS	<ul style="list-style-type: none"> • CAHSEE: 1/8 students passed the CAHSEE. • The MCCAP program offered a parent orientation in English and Spanish.
PLAN FOR	<ul style="list-style-type: none"> • CAHSEE: N/A Grant ends 6/30/10

IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	<ul style="list-style-type: none"> The SCCCD RTG process is currently going through an evaluation process. This process will offer the SCCCD ways to improve the RTG program.
TARGET DATES FOR IMPROVEMENT EFFORTS	<ul style="list-style-type: none"> CAHSEE: N/A Grant ends 6/30/10 The results from the RTG evaluation will be available in September. Hopefully the results can be implemented during the Spring 2011 term.
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	<u>CAHSEE:</u> N/A Grant ends 6/30/10

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NORTH CENTERS STRATEGIC PLANNING REPORT FORM 2009 – 2010 FINAL STATUS REPORT

GOALS: (CIRCLE ONE): 1 2 **3** 4 5 6

COMMITTEE: ENROLLMENT MANAGEMENT

REPORT COMPLETED BY: DAVID NAVARRO

STRATEGIC PLAN OBJECTIVE	3.3 Communicate on a regular basis information about college programs, services, activities, successes to local high schools and our community.
BASELINE DATA	<ul style="list-style-type: none"> • Participation in Fresno Area College Night • Participation in Madera fair. • High School Counselors Conference presentation. • Back to School Night presentation. • Meetings with Clovis North Advisory Committee. • High school college and career fairs • Monthly and weekly visits to area high schools to meet with interested students • College information sessions to elementary schools • Outreach sessions to Native American Rancherias • Participate in State Center Community College District High School Counselor Conference • Presentations to high school seniors in their Government and Economics classes • Application workshops to show students how to complete college application • College orientations at local high schools • Assist high school students with college registration at high school • Campus tours to underrepresented and at-risk high school students • Guest speaker at Washington Union High School College Night • Guest speaker/workshop facilitator at annual Fresno County Foster Youth conference • Member and past office holder of the Adult Education Taskforce • Information tables at adult schools • Site visits and outreach events at continuation/alternative education schools • Liaison to charter schools
ACTIVITY(IES) TO ADDRESS OBJECTIVE	See above
TARGET TO ACHIEVE	Increased awareness regarding college programs, activities, services, and successes to local schools and community.

TARGET ACHIEVED	Yes
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	With the downturn in the economy and reduction in number of classes offered for the Fall 2010, extra effort was given to maintain enrollment numbers from the previous year. The Fall 2010 enrollment number had only a decrease of 24 (-1.96%) high school students from the previous year (Fall 2009). Source: SCCCD Registration to Go Summary Report. In addition, additional requests have been made for outreach staff to make presentations at local school and community organizations due to “word of mouth” referrals from where an event took place. Participants or event coordinators and staffers are made aware outreach services are available, thus creating a referral to other activities. Potential students experience a sense of ease familiarity with navigating programs and services offered by the institution and are more willing to engage into the matriculation process or seek additional information at the college
CONCLUSIONS FROM DATA ANALYSIS	Outreach activities are useful tools in bringing the college to the community and serving a portal to programs and services available to the public. Invitations to return by schools and event staff indicate outreach activities are a benefit to the populations served due to heightened interest in pursuing college.
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	Outreach activities are constantly being planned and attended. Phone calls and emails have been, historically, methods by which services have been advertised. This year the outreach office is planning a Facebook page as an additional resource to outreaching to teens, young adults, and other organizations. Other plans for improvement will be to continuously improve the quality of presentation delivery and content. Outreach participants are more likely to refer to others the positive experience. The greatest number of referrals for outreach is generated by word of mouth.
TARGET DATES FOR IMPROVEMENT EFFORTS	Improvement efforts are made continuously through department, division and college-wide meetings. As the needs of the community change regarding seeking out information on college programs and services, the outreach practices will evolve to meet those needs
NEW TARGET FOR NEXT YEAR	Increase potential student satisfaction with outreach events. Increase number of outreach events to attend. Improve on the quality and delivery of outreach activities.
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	June 30, 2011. <ul style="list-style-type: none"> • Increased interest in the college. • Increased number of college enrollments. • Increased number of outreach activities.

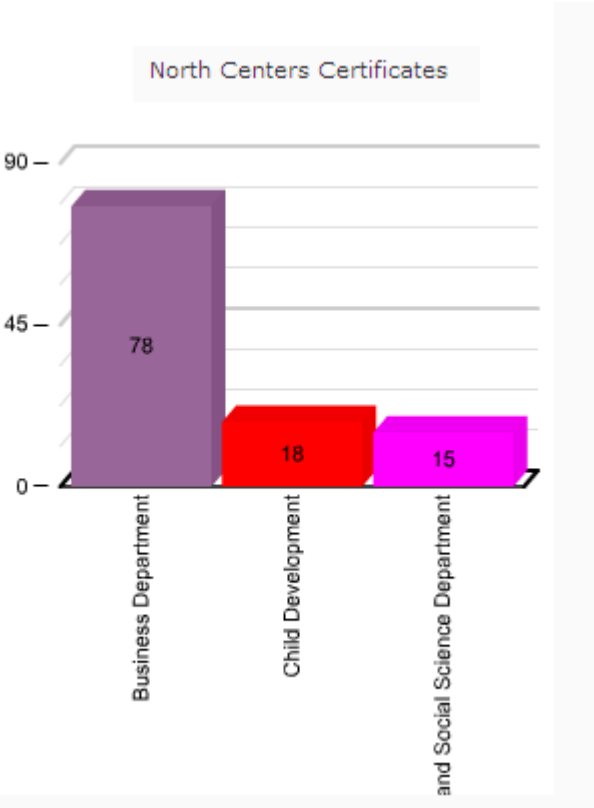
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NORTH CENTERS STRATEGIC PLANNING REPORT FORM 2009 – 2010 FINAL-YEAR STATUS REPORT

GOALS: (CIRCLE ALL THAT APPLY): **1** 2 3 4 5 6

COMMITTEE: CTE faculty

REPORT COMPLETED BY: JIM CHIN

STRATEGIC PLAN OBJECTIVE	3.4 Increase number of students that receive a CTE certificate.								
BASELINE DATA	<p>Current numbers 2008-2009 = 163 Certificates</p>  <table border="1"> <caption>North Centers Certificates</caption> <thead> <tr> <th>Department</th> <th>Certificates</th> </tr> </thead> <tbody> <tr> <td>Business Department</td> <td>78</td> </tr> <tr> <td>Child Development</td> <td>18</td> </tr> <tr> <td>and Social Science Department</td> <td>15</td> </tr> </tbody> </table> <p>CAA – Pre-Health Bridge = 20 Maintenance Mechanic = 32</p>	Department	Certificates	Business Department	78	Child Development	18	and Social Science Department	15
Department	Certificates								
Business Department	78								
Child Development	18								
and Social Science Department	15								
ACTIVITY(IES) TO ADDRESS OBJECTIVE	<ol style="list-style-type: none"> 1. Continue to encourage students to enroll, meeting student beyond the campus grounds, by doing presentations at the local WIB, employers, and other social services agencies (both in Madera and Fresno counties). 2. Counselors are doing a better job of promoting the two (relatively new) programs. 3. Flyers and promotional have been developed through the CAA grant. 								

TARGET TO ACHIEVE	Our target to increase the number of certificates given has exceed the previous year count.																																													
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	<div>North Centers 2009 - 2010 Certificates Earned</div> <table><thead><tr><th>Category</th><th>Count</th></tr></thead><tbody><tr><td>Child Development - Associate Teacher</td><td>11</td></tr><tr><td>Customer Service Academy</td><td>38</td></tr><tr><td>Maintenance Mechanic</td><td>83</td></tr><tr><td>Maintenance Mechanic Tier 4</td><td>37</td></tr><tr><td>Medical Administrative Assistant</td><td>18</td></tr><tr><td>Medical Administrative Assistant (WIB)</td><td>19</td></tr><tr><td>Pre-Health</td><td>42</td></tr><tr><td>Receptionist</td><td>10</td></tr><tr><td>Secretarial Office Assistant</td><td>20</td></tr><tr><td></td><td></td></tr><tr><td>Total</td><td>278</td></tr></tbody></table>	Category	Count	Child Development - Associate Teacher	11	Customer Service Academy	38	Maintenance Mechanic	83	Maintenance Mechanic Tier 4	37	Medical Administrative Assistant	18	Medical Administrative Assistant (WIB)	19	Pre-Health	42	Receptionist	10	Secretarial Office Assistant	20			Total	278	<div>North Centers 2009-2010 Certificate Counts - Total = 278</div> <table><thead><tr><th>Category</th><th>Count</th></tr></thead><tbody><tr><td>CD</td><td>11</td></tr><tr><td>Customer Service</td><td>38</td></tr><tr><td>MM</td><td>83</td></tr><tr><td>MM Tier 4</td><td>37</td></tr><tr><td>MAA</td><td>18</td></tr><tr><td>MAA (WIB)</td><td>19</td></tr><tr><td>Pre-Health</td><td>42</td></tr><tr><td>Receptionist</td><td>10</td></tr><tr><td>Secretarial Office</td><td>20</td></tr></tbody></table>	Category	Count	CD	11	Customer Service	38	MM	83	MM Tier 4	37	MAA	18	MAA (WIB)	19	Pre-Health	42	Receptionist	10	Secretarial Office	20
Category	Count																																													
Child Development - Associate Teacher	11																																													
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Medical Administrative Assistant	18																																													
Medical Administrative Assistant (WIB)	19																																													
Pre-Health	42																																													
Receptionist	10																																													
Secretarial Office Assistant	20																																													
Total	278																																													
Category	Count																																													
CD	11																																													
Customer Service	38																																													
MM	83																																													
MM Tier 4	37																																													
MAA	18																																													
MAA (WIB)	19																																													
Pre-Health	42																																													
Receptionist	10																																													
Secretarial Office	20																																													
CONCLUSIONS FROM DATA ANALYSIS	We rose from 163 to 278 Certificates earned, net increase of 115 students earning a CTE certificate.																																													
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	The challenge for 2010-2011 will to maintain the equal number of certificates earned. We have a few uncertainties, the DOL EAT grant will sunset on June 30, 2010 and CAA is planned to finish on Sept. 30 th , 2010 This means the counselor support for these two major programs may be discontinued.																																													
TARGET DATES FOR IMPROVEMENT EFFORTS																																														
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)																																														













- Attach copy of assessment tool as appropriate.
- Please keep all data used in assessing this Student Learning Outcome to be stored with our Institutional Researcher, Michelle Johnson.

NORTH CENTERS STRATEGIC PLANNING REPORT FORM 2009 – 2010 FINAL STATUS REPORT

GOALS: (CIRCLE ONE): 1 2 3 **4** 5 6

COMMITTEE: **PROGRAM REVIEW COMMITTEE**

REPORT COMPLETED BY: **DEBORAH IKEDA**

STRATEGIC PLAN OBJECTIVE	4.4 Utilize the results from the Program Review process to improve educational programs and services.
BASELINE DATA	Program Reviews reports were submitted to the College Center Council. Faculty will use results for budgetary purposes.
ACTIVITY(IES) TO ADDRESS OBJECTIVE	<p>The following Program Reviews were submitted to the College Center Council:</p> <ul style="list-style-type: none">  Biology 2009 Document.doc (1.724 MB)  CHEM2009 Final (1).doc (2.432 MB)  Child Dev. Program Review - Final.doc (1.74 MB)  Computer Science Program Review 2009 Final.doc (649 KB)  CRIMINOLOGY PROGRAM REVIEW.doc (518 KB)  ENGR PROGRAM REVIEW SELF-STUDY 8-27-09.docx (109.05 KB)  FAO Program Review.091409.doc (3.13 MB)  GEOGRAPHY (draft).doc (358.5 KB)  LIB PR to Committee 9.11.2009 .docx (1.007 MB)  LVN program review 4-2009.pdf (523.362 KB)  Math Program Review 9.1.09 1.doc (1.867 MB)  Physics Program Review Self Study 9-13-09.doc (605 KB)
TARGET TO ACHIEVE	Completed Program Reviews scheduled for 2009-10 and used the results to improve programs and services.
TARGET ACHIEVED	Target achieved. Programs that went through the Program Review process all revised their curriculums and programs based on the reviews.
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	All the Program Reviews were critiqued by the College Center Council and the Program Review Committee. Each Program Review assessed their programs the qualitative and quantitative results can be found on the Blackboard site for Program Reviews.

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CONCLUSIONS FROM DATA ANALYSIS	Each Program came up with recommendations for improvement and these can be found on the Blackboard site for Program Review.
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	Insure all Program Reviews for 2010-11 are completed and presented to the College Center Council.
TARGET DATES FOR IMPROVEMENT EFFORTS	2010-11
NEW TARGET FOR NEXT YEAR	!00% Completion for all Program Reviews calendared for the 2010-11 year
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	Analyze the extent the recommendations for the Program Reviews have been completed according to the annual Program Review updates.

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**NORTH CENTERS
STRATEGIC PLANNING REPORT FORM
2009 – 2010
FINAL STATUS REPORT**

GOALS: (CIRCLE ONE): 1 2 3 4 **5** 6

COMMITTEE: **STAFF DEVELOPMENT**

REPORT COMPLETED BY: **DEBORAH IKEDA**

STRATEGIC PLAN OBJECTIVE	5.3 Increase staff development programs that address the goals and objectives of the North Centers Strategic Plan.
BASELINE DATA	4 Staff Dev Activities held in 08-09
ACTIVITY(IES) TO ADDRESS OBJECTIVE	4 MS Office Training Activities were held Exemplary Educational Practices Conference SLO Training Activity
TARGET TO ACHIEVE	Increase the # of training activities from 08-09
TARGET ACHIEVED	Yes
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	Budget reductions did not impact the quality of the training this in 09-10 but will in 10-11
CONCLUSIONS FROM DATA ANALYSIS	More training was held and more staff attended.
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	Be creative in using more in-house “experts” to train faculty and staff.

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TARGET DATES FOR IMPROVEMENT EFFORTS	10-11
NEW TARGET FOR NEXT YEAR	Equal the number of trainings and staff that attend
PLAN FOR RE- EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	Review evaluation from faculty and staff that attend training.

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**NORTH CENTERS
STRATEGIC PLANNING REPORT FORM
2009 – 2010
FINAL STATUS REPORT**

GOALS: (CIRCLE ONE): 1 2 3 4 **5** 6

COMMITTEE:

REPORT COMPLETED BY: **JANELL MENDOZA & KELLY FOWLER**

STRATEGIC PLAN OBJECTIVE	5.6 Provide oversight on the completion of the Academic Center Two facility at the Willow International Center (Fall 2010).
BASELINE DATA	Phase II (AC2) to open successfully in Fall 2010.
ACTIVITY(IES) TO ADDRESS OBJECTIVE	<ul style="list-style-type: none"> • Frequent communication with Darden Architects, faculty, staff and administration regarding Phase II. • F&E Budget Plan was created and discussed at the VC Cabinet level regarding furniture and equipment purchases necessary for Phase II. • Communication with District and Gary Sakaguchi (Director of Technology) regarding technical needs of Phase II (computers, phone, Distance Learning Equipment, etc.) • Regular meetings scheduled with Janell Mendoza, Doris Griffin, and Kelly Fowler. • A Moving Plan was developed in coordination with Always Moving • F&E Requests were reviewed as part of the furniture and equipment needs of Phase II
TARGET TO ACHIEVE	Open Phase II Fall 2010
TARGET ACHIEVED	TBD
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	3.) F&E Budget Allocation Spreadsheet (see attached) 4.) Phase II Move Plan (see attached) 5.) Phase II Technology Plan (see attached)
CONCLUSIONS FROM DATA ANALYSIS	<p>Budget reduction resulted in a limiting the equipment funding for Phase II. Some equipment orders were reduced or deleted. Worked with faculty and staff in developing alternate equipment requests based on the F&E Budget.</p> <p>First initial move planned in May 2010 was postponed until July 2010. Phase II Move Plan essentially stayed the same, just a change in date.</p>

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PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	Continue communication with all parties involved as move for Phase II is scheduled for mid-July, 2010.
TARGET DATES FOR IMPROVEMENT EFFORTS	N/A
NEW TARGET FOR NEXT YEAR	N/A
PLAN FOR RE-EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	N/A.

DOWNSTAIRS

Faculty or Staff Member	Current Location	Current Building	New Location	New Building Location
Allisha Ross	AC1-160	Phase I - DOWNstairs	AC1-137	Phase I
Barbarba Wells	AC1-178	Phase I - DOWNstairs	AC2-237C	PHASE II
Becky Allen	AC1-139	Phase I - DOWNstairs	AC2-217	Phase II
Bill Allen	AC1-139	Phase I - DOWNstairs	AC1-178	Phase I
Candy Cannon	AC1-176	Phase I - DOWNstairs	AC2-237A	PHASE II
Chris Glaves	AC1-139	Phase I - DOWNstairs	AC1-178	Phase I
David Navarro	AC1-110	Phase I - DOWNstairs	AC2-212	Phase II
Debra Curtis	AC1-160	Phase I - DOWNstairs	AC2-130A	PHASE II
Doris Griffin	AC1-260	Phase I - DOWNstairs	AC2-137E	PHASE II
Erica Johnson	AC1-180	Phase I - DOWNstairs	AC2-137B	PHASE II
Janell Mendoza	AC1-162	Phase I - DOWNstairs	AC2-147	PHASE II
Jason Gardner	AC1-139	Phase I - DOWNstairs	AC1-184	Phase I
Jim Ryan	AC1-139	Phase I - DOWNstairs	AC1-180	Phase I
Jon Renwick	AC1-139	Phase I - DOWNstairs	AC1-182	Phase I
Joyce Clark	AC1-192	Phase I - DOWNstairs	AC2-115	PHASE II
Karen Ainsworth	AC1-160	Phase I - DOWNstairs	AC2-130A	PHASE II
Lee Brown	AC1-139	Phase I - DOWNstairs	AC1-186	Phase I
Library	AC1-137A	Phase I - DOWNstairs	AC2-144	PHASE II
Lorrie Hopper	AC1-162	Phase I - DOWNstairs	AC2-145	PHASE II
Lynn Samuelian	AC1-188	Phase I - DOWNstairs	AC2-119	PHASE II
Lynn Walke	AC1-170	Phase I - DOWNstairs	AC2-235A	PHASE II
Naomi Bianco	AC1-194	Phase I - DOWNstairs	AC2-115C	PHASE II
Ralph Munoz	AC1-188	Phase I - DOWNstairs	AC2-137D	PHASE II
Robin Huigen	AC1-139	Phase I - DOWNstairs	AC1-186	Phase I
Roger Hitchcock	AC1-139	Phase I - DOWNstairs	AC1-182	Phase I
Russell Hickey	AC1-139	Phase I - DOWNstairs	AC1-184	Phase I
Tasha Hutchings	AC1-182	Phase I - DOWNstairs	AC2-137C	PHASE II
Tutorial Center	Open Lab (pit area)	Phase I - DOWNstairs	AC1-160	Phase I

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Veronica Jury	AC1-162	Phase I - DOWNstairs	AC2-134	PHASE II
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**NORTH CENTERS
STRATEGIC PLANNING REPORT FORM
2009 – 2010
FINAL STATUS REPORT**

GOALS: (CIRCLE ONE): 1 2 3 4 5 **6**

COMMITTEE: **ACCREDITATION STEERING COMMITTEE**

REPORT COMPLETED BY: **DEBORAH IKEDA**

STRATEGIC PLAN OBJECTIVE	6.1 Implement the process of receiving full campus status and initial accreditation for Clovis Community College.
BASELINE DATA	Eligibility Plan submitted in April 08 to WASC
ACTIVITY(IES) TO ADDRESS OBJECTIVE	Eligibility plan approved and Willow International is working on completing the Self-Study for a site visit by WASC in Fall 2011.
TARGET TO ACHIEVE	Acceptance and approval by WASC of Eligibility Plan.
TARGET ACHIEVED	Achieved, WASC approved Eligibility plan and set site visit date for Fall 2011
ASSESSMENT RESULTS (USE ADDITIONAL SPACE IF NECESSARY)	Conducting self-study and identifying potential planning agenda.
CONCLUSIONS FROM DATA ANALYSIS	Yet to be determined.
PLAN FOR IMPROVEMENT (CHANGES TO WORK PROCESSES, FACILITIES, TEACHING, STAFFING, COMMUNICATION, ETC.)	Complete the writing of the self-study for candidacy.

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TARGET DATES FOR IMPROVEMENT EFFORTS	2010-11
NEW TARGET FOR NEXT YEAR	Final Draft of the Self-Study for Candidacy
PLAN FOR RE- EVALUATION (DATE AND METHOD OF FOLLOW-UP DATA COLLECTION)	Identify Planning Agenda based on results of Self-Study

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