



Fresno City College

College Priority Goals

2011-2012

Mission Statement: Fresno City College is a comprehensive community college offering innovative instructional programs in anticipation of and responsive to the life-long learning needs of our diverse population. Fresno City College provides a wide variety of supportive services to assist our students in achieving their educational goals. Moreover, we are dedicated to working collaboratively with our community to enhance the economic and social development of the region.

Goal 1: FCC will effectively provide quality services to our community.					
Objective 1.1: The college will identify a method to systematically assess the community's needs for programs and services.					
Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Assessment Center Create freshman awareness of the impact of assessment results on course enrollment	Assessment Center Staff will explain pre/post placement and what the skill levels indicate.	Michele Ruby Assessment Center michele.ruby@fresnocitycollege.edu 442-8280	On Campus, Spring 2012	The goal for Spring 2011 was 50%. For Spring 2012, the goal is a 55% awareness on the Post assessment survey. The goal is to reduce the average processing time to 4-5 weeks versus 8 weeks.	

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Assessment Center Develop a process to email RTG results to high schools as Excel files (vs. faxing currently DOS created file).	Develop Process of converting ASCII file into Excel file with placement levels shown in words, not numeric levels.	michele.ruby@fresnocitycollege.edu Assessment Center 442-8280	By the end of Fall, 2011. Implement: Spring 2012	The Assessment Center will maintain a log of HS test dates and Reports send. The goal is to provide a placement readable spreadsheet to H.S. counselors.	
Career Center <i>Youth Build</i> students will be able to identify career options that are consistent with their self-insights and preferences at the completion of the career assessment process by completing a career portfolio.	1. Students will participate in career development workshops 2. Matriculation steps 3. <i>True Colors</i> assessments 4. Career assessments 5. Career exploration.	Career Center Lily Hernandez lily.hernandez@fresnocitycollege.edu Mark Sanchez mark.sanchez@fresnocitycollege.edu 442-8291	September 2011-May 2012	Pre/Post Test Assessments Pre- Fall 2011 Post- Spring 2012 100% of <i>Youth Build</i> students will enroll at FCC	
1. Measure to what extent the College is measuring community needs	1a. Utilize current existing data repositories to extract pertinent data to drive informed decision making on program and services we offer.	Area admins & dept. Chairs, Institutional research	Fall 11	Survey completed and groups confirmed.	
	1b. Identify appropriate data sources by area	Area admins & dept. Chairs, Institutional research	Fall 11	Survey completed and groups confirmed.	

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	1c. Gather baseline data on what is currently in practice for assessing community needs.	IRE Committee Training Institute	August/ September	Database or spreadsheet of existing information.	
	1d. Employ the data to make changes and modify programs and services				
Staff will survey the Police Academy Advisory Committee to identify training needs for local agencies	Develop a survey instrument	Richard Lindstrom, Jim Edison, Fred Johnson 442-8277	Complete instrument by January 15, 2012. Receive recommendations by Mar 1, 2012	Develop curriculum for at least one new recommended course.	Schedule new course for presentation by June 30, 2012. Survey instrument was presented to the Advisory Committee on January 25 at the regularly scheduled meeting. Recommendations to be reviewed after March 1 2012.

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Workforce Development will partner with instructional divisions and with community partners to evaluate training opportunities and needs in the FCC service area.	Through participation on community boards and attendance at community meetings conduct a cursory survey of perceived training needs and wants utilizing data from job posting boards such as Careers in the Valley conduct a cursory training gap analysis between training that FCC is offering and unfilled job postings in the FCC service area	Workforce Development, Natalie Culver-Dockins X8233	Cursory survey completed by May 2012 Cursory gap analysis completed by May 2012	List of requested training programs Mapping of open jobs to training programs offered.	

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Expand and preserve the division’s relationship with key industry partners	Serve on business education related committees within the community. Develop specific events that will benefit faculty/student interaction with local businesses	Tim Woods, Dean of Instruction. tim.woods@fresnocitycollege.edu ; x8616	2011-2012	Events that provide for career exploration, internship, and academic/career advancement are completed. Department Advisory board memberships increase	As part of the 2 nd annual Central California Young Entrepreneurs Conference held on March 14 th , brought to Fresno, keynote speaker was Dale Partridge, CEO of Sevenly.org . Sevenly.org ’s mission is “To harness the power of art and community to build sustainable awareness and funding movements that support charities in their efforts to change the world.” The entrepreneurial venture br4ings togheter artist who create unique t-shirts designs that are sold globally to multiple charities. (http://sevenly.org/). The conference provided students with the ability to learn about idea generation, socially conscious entrpreneurship, and business creation.

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Meet and discuss curriculum and program direction/activities with an industry advisory committee to receive feedback and input	ACCTG Department Advisory committee meeting to receive information about trends and changes within industry	Ron Dustin, Accounting Dept. Chair. Ron.dustin@fresnocitycollege.edu ; x8501 Keith Mizner, Accounting Faculty. Keith.mizner@fresnocitycollege.edu ; x8754	April 2012	Completion of activity. Extent of use of input in curriculum development	Annual Advisory Meeting Scheduled April 19 th , 2012.
	BA/MKT Department Advisory committee meeting to receive information about trends and changes in technical employment hiring standards	Robert Schmalle, Business Administration/Mar keting Dept. Chair. Robert.schmalle@fresnocitycollege.edu ; x8489	April 2012	Expand the committee for additional input	Annual Advisory Meeting Scheduled April 2012.
	BT Department Advisory committee meeting to receive information about trends and changes within industry	Rebecca Nelson, Business & Technology Dept. Chair. Rebecca.nelson@fresnocitycollege.edu ; x7-2388	April 2012	Expand the committee for additional input	Annual Advisory Meeting Scheduled April 2012.

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/Assessment	Progress/Improvement
	CIT Department Advisory committee meeting to receive information about trends and changes in technical employment hiring standards	Dennis Mohle, Computer Information Technology/Decision Science Dept. Chair. dennis.mohle@fresno-citycollege.edu ; x8471	April 2012	Expand the committee for additional input	Annual Advisory Meeting Scheduled April 19 th , 2012.
Successful completion of the occupational program review process for the paralegal program	Complete steps required in college's program review process	Paralegal/Real Estate Dept. Chair, Brian McCully. brian.mccully@fresno-citycollege.edu ; x8485	End of Fall 2011 Semester	Successful completion of occupational program review	Completed. Self-study report for paralegal program previously submitted. Scheduled for consideration by committee on 11/8. (Occupational Program review for Real Estate Program successfully completed in Spring 2011 Semester)
Obtain feedback from the legal and real estate communities about program curriculum, course deliver, software usage, employment outlook, etc.	Meet with the advisory committees for both programs	Paralegal/Real Estate Dept. Chair, Brian McCully. brian.mccully@fresno-citycollege.edu ; x8485	End of 2011-2012 school year	Completion of advisory committee meetings	Scheduled

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
1. Identify a measurement instrument to evaluate the effectiveness and quality of programs and services	1a. Conduct surveys & focus groups regarding the effectiveness of programs and services and learner needs.	Area admin & dept. chairs, Inst. Research, Advisory Committees Training Institute		% of completed surveys, % programs and services modified	
	1b. Assess preparedness of students to join the workforce	Institutional Research Employment Resource Center	Fall 11		
Division faculty and staff members are regularly evaluated	All Business division faculty members, both full-time and part-time, are regularly evaluated. As part of the regular evaluation process, student surveys are collected to obtain student feedback. Division classified professionals are also evaluated	Tim Woods, Dean of Instruction. tim.woods@fresnocitycollege.edu ; x8616	Ongoing	Evaluations are performed and student surveys are collected where appropriate	Full-time and Part-Time faculty are being evaluated in accordance with our evaluation schedule.

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Evaluate existing programs and courses in regards to improving student progress, achievement and completion rates	Utilize current existing data repositories to extract pertinent data to drive informed decision making on program and services offered by the Division.	Tim Woods, Dean of Instruction. tim.woods@fresnocitycollege.edu ; x8616	2011-2012	Pertinent data trends improve	Institutional research is currently collating a multi-year report to identify student success, retention, as well as other enrollment management measures (FTES, WSCH).
AEG Evaluate learning in AEG	Assess SLOs in AEG	AEG faculty	Fall 11- Spring 12	SLOs assessed	SLOs are being assessed and results are being posted on assessment Bb site.
CHSS Evaluate learning in CHSS	Assess SLOs in CHSS	CHSS faculty	Fall 11- Spring 12	SLOs assessed	Assessment of first SLO for all courses completed. SLO#2 is in planning stage.

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<p>College Relations As a result of collaborating with our community k-12 partners, FCC will enhance its Steps to Matriculation for students: Students will demonstrate an increased knowledge of the process for college matriculation.</p>	<p>Meetings with k-12 representatives from FCC local feeder high schools.</p> <p>Enhanced communications and processes for students enrolling at FCC.</p>	<p>1. Student Services 2. Counseling 3. Admissions & Records 4. Financial Aid 5. College Relations</p> <p>renee.craig-marius@fresnocitycollege.edu</p> <p>mark.sanchez@fresnocitycollege.edu</p> <p>frances.lippmann@fresnocitycollege.edu</p>	<p>September 2011-May 2012</p>	<p>10% increase in students who complete all steps of the FCC matriculation process</p>	

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<p>Counseling Department An updated Matriculation plan will be developed and a process will be identified to use the plan to guide systematic tracking, analysis, and evaluation of matriculation services provided to students at FCC.</p>	<p>Matriculation sub-committee will meet and review existing campus matriculation plan.</p> <p>Review current updates Using the modified matriculation plan template provided by the CCCO, the subcommittee will facilitate the involvement of all appropriate campus constituency groups in revising and updating the plan.</p> <p>Subcommittee will engage in dialogue and recommend a process by which to use the plan systematically to evaluate matriculation services and the use of results for overall program improvement.</p>	<p>Student Services and Counseling mark.sanchez@fresnocitycollege.edu Renee Craig-Marius renee.craig-marius@fresnocitycollege.edu x8634</p>	<p>Spring 2012</p>	<p>An update matriculation plan approved by campus constituency groups and submitted to the CCCO.</p> <p>Recommendations for how the matriculation plan can be used as an evaluation tool will be developed and forwarded to the Enrollment Management Committee (EMC) for adoption</p>	

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Counseling Department Counseling will collect mid-year and end of year data on effectiveness of student counseling services.	Work with Institutional Research Office to collect mid-year and end of year survey data from students who received counseling services	Student Services and Counseling Dept. mark.sanchez@fresnocitycollege.edu x6066	End of Fall semester 2011 End of Spring semester 2012	Collection of survey data for students who receive counseling services in the Fall and Spring semesters	
Programs scheduled will complete program review and 5-year curriculum review. CTE programs will perform 2-year occupational reviews	Occupational Program Review	Rebecca Nelson, Business & Technology Dept. Chair. Rebecca.nelson@fresnocitycollege.edu ; x7-2388	Spring 2011 completed	Completion of Report. Approval by committee	Completed Report was submitted Approved by Program Review Committee
Programs scheduled will complete program review and 5-year curriculum review. Career Technical Education (CTE) programs will perform 2-year occupational reviews	Accounting Department - Occupational Program Review	Ron Dustin, Accounting Dept. Chair. Ron.dustin@fresnocitycollege.edu ; x8501	September 2011	Completion of Report. Approval by committee	Completed 2-year occupational report was submitted. Approved by Program Review Committee. 5-Year Program Review scheduled for Fall 2012.
Programs scheduled will complete program review and 5-year curriculum review. Career Technical Education (CTE) programs will perform 2-year occupational reviews	CIT will complete occupational program review	Robert Devoe-Peterson, CIT/DS Faculty. Robert.Devoe-Peterson@fresnocitycollege.edu ; x8025	Presenting Oct. 18	Program review will be approved by the committee	Completed Report was submitted Approved by Program Review Committee

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Departments will assess student learning Outcomes (SLOs) for all courses All program and course SLOs will be mapped	ACCTG Department will perform ongoing SLO review for the purpose of outcomes and assessments	Ron Dustin, Accounting Dept. Chair. Ron.dustin@fresnocitycollege.edu ; x8501	Spring 2011 completed. Fall 2011 scheduled	Assessment completed for Spring 2011	SLO creation and mapping completed. Assessment and reviews scheduled. 10 of 11 courses assessed.
	BA Department will perform ongoing SLO review for the purpose of outcomes and assessments	Robert Schmalle, Business Administration/Mar keting Dept. Chair. Robert.schmalle@fresnocitycollege.edu ; x8489	Spring 2011 completed. Fall 2011 scheduled	Assessment completed for Spring 2011	SLO creation and mapping completed. Assessment and reviews scheduled. 14 of 18 courses assessed.4 of 4 MKT courses assessed.
	BT Department will perform ongoing SLO review for the purpose of outcomes and assessments	Rebecca Nelson, Business & Technology Dept. Chair. Rebecca.nelson@fresnocitycollege.edu ; x7-2388	Spring 2011 completed. Fall 2011 scheduled	Assessment completed for Spring 2011	SLO creation and mapping completed. Assessment and reviews scheduled. 32 of 34 courses assessed.
	CIT Dept. will evaluate program level SLOs	Don Temple, CIT/DS Faculty. don.temple@fresnocitycollege.edu ; x8473	Before the end of the academic year	Program level SLOs will be proposed to Program Review	Started Flex Day Fall 2011. 11 of 24 courses assessed.

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	PLEGAL/RE Department will perform ongoing SLO review for the purpose of outcomes and assessments	Paralegal/Real Estate Dept. Chair, Brian McCully. brian.mccully@fresnocitycollege.edu ; x8485	Spring 2011 completed. Fall 2011 scheduled	Assessment completed for Spring 2011	SLO creation and mapping completed. Assessment and reviews scheduled. 16 of 17 courses assessed.
CRIM Assess CRIM program	Occupational Program Review	CRIM faculty	SP 2012	PR Committee accepts CRIM Program review document	CRIM will present PR to PRC on March 27.
ECON Assess Econ program	Program Review	Econ Faculty	Fall 2011	PR Committee accepts ECON Program review document	PR Committee accepted ECON PR Sept 20, 2011
EOPS Program Staff will increase the number of students who complete the student contact requirement.	Educational Plan, Connecting 4 Success, End of Term; students will be informed of all required contacts. Various communications methods will be utilized to inform student	Director, Lee Farley and EOPS Staff. 442-8231	End of Spring 2012	Success will be measured by the number of students who meet this requirement. 75% of all EOPS students will complete the student contact requirement.	

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Financial Aid Office Revise the appeal process by developing a comprehensive plan to reduce processing time.	1. Expedite the processing of appeals. 2. Run two concurrent appeal committees. 3. Separate those students from over 90 units and those who are not meeting student academic progress.	Financial Aid Office Mikki Johnson mikki.johnson@fresnocitycollege.edu x8380	July 2011- June 2012	The goal is to reduce the average processing time to 4-5 weeks versus 8 weeks to expedite turn-over of appeals.	
Financial Aid Office The annual financial aid DATATEL file “Suite Set-Up” will be in place by the end of March.	The FA Office will work collaboratively with State Center Community College District IS Department (SCCCD) DATATEL staff to acquire and implement the 2011-2012 software updates.	FA Director Kira Tippins x8658 Otha Lewis otha.lewis@fresnocitycollege.edu x8218	January- March 2012	The Datatel file Suite Set-Up will be in place March 31, 2012	
FN/FSM Assess FN/FSM program	Occupational Program Review	FN/FSM faculty	Fall 2011	PR Committee accepts FN/FSM Program review document	PR Committee accepted FN/FSM PR Nov. 8, 2011.
GEOG Assess GEOG program	Program Review	GEOG Faculty	Fall 2011	PR Committee accepts GEOG Program review document	GEOG PR on the calendar for review by Program Review Committee Feb. 14 2012. A revised GEOG PR has been submitted.

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HIST & POLSCI Increase success and retention in HIST and PS	Analyze HIST and PS success and retention	HIST and PS faculty	FALL 2011	Baseline data: HISTORY Spring 2011: GPA 1.94 RET 88.9% SUC 57.1% Fall 2010: GPA 1.84 RET 87.9% SUC 53.3% POLSCI Spring 2011: GPA 1.59 RET 81.6% SUC 5844.2% Fall 2010: GPA 1.58 RET 82.7% SUC 43.6%	A request for data in ETC courses for fall 2010 is pending with IR. POLSCI has also requested data on ENG levels and success/retention rates for POLSCI 2 (proposal submitted Sept 2011) for prerequisite purposes. Lijuan recommended on 2/8/12 that POLSCI wait until her data analysis is completed with PSY 2 so we can better focus our research effort.

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Identify instruments to measure the effectiveness and quality of the HIT Program and courses	The HIT Program will assess Student Learning Outcomes, discuss results with faculty, and report results to the FCC Outcomes and Assessment Committee.	Sarah Edwards, HIT Program instructor, sarah.edwards@fresnocitycollege.edu , (559) 244-2641	Fall 2011 – Spring 2012	At least one SLO will be assessed for each HIT course. The success rate is 70% or higher.	One SLO for each HIT course offered in spring 2011 were assessed. Results of the assessment were discussed with faculty in fall 2011 and reported to the FCC Outcomes and Assessment Committee. Results: all courses SLOs had a success rate of 70% or higher. A different SLO will be assessed in fall 2011 and spring 2012.
Home Economics Assess Home Economics Program	Discontinue Home Economics Program	Program Discontinuance Committee	Fall 2011	PDC accepts division recommendation to discontinue program	PDC accepted Division recommendation Sept 30, 2011.
HPS Evaluate learning in HPS	Assess SLOs in HPS	HPS faculty	Fall 11- Spring 12	SLOs assessed	SLOs are being assessed and results are being posted on assessment Bb site.
HS Assess Human Services program	Occupational Program Review	HS faculty	SP 2012	PR Committee accepts HS Program review document	HS PR accepted by Program Review Committee Feb. 28, 2012.

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Successfully complete of the occupational program review process for the paralegal program	Complete steps required in college’s program review process	Paralegal/Real Estate Dept. Chair, Brian McCully. brian.mccully@fresnocitycollege.edu ; x8485	End of Fall 2011 Semester.	Successful completion of occupational program review for the paralegal program	Self-study report for paralegal program previously submitted. Scheduled for consideration by committee on 11/8. (Occupational Program Review for Real Estate Program successfully completed in Spring 2011 Semester)
Obtain information from legal and real estate communities about curriculum, course deliver, software usage, local employment outlook, etc.	Meet with advisory committees for both programs	Paralegal/Real Estate Dept. Chair, Brian McCully. brian.mccully@fresnocitycollege.edu ; x8485	End of 2011-2012 school year	Completion of advisory committee meetings	Scheduled
POLSCI Review Curriculum in Political Science	Political Science Five-year Curriculum Review	POLSCI faculty, Curriculum Committee	Spring 2012	Curriculum Committee accepts POLSCI curriculum recommendations	Recommendations accepted by Curriculum Committee [insert date]

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PSY-2 Increase success and retention in PSY 2	Analyze PSY 2 success and retention	PSY faculty	FALL 2011	Baseline data: Spring 2011: GPA 2.13 RET 89.5% SUC 58% Fall 2010: GPA 2.13 RET 88.3% SUC 60%	We have preliminary data from Lijuan regarding Psy 2 success. The first analysis indicated that level of English preparedness was a good predictor of course GPA and we thought we had some good data to help get an English 1A prerequisite. However, Lijuan did some additional analysis and found that cumulative GPA trumped English (and math) preparedness as a predictor. We are going to meet with Lijuan to plan out additional analyses to try to sift through the findings.

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Psychological Services Continue with ongoing assessment of the effectiveness of services delivered on the reduction and management of clinical symptoms.	Clinical interactions using a brief therapy model and consultation.	Coordinator of Psychological service Brian Olowude brian.olowude@fresnocitycollege.edu 265-5720	Continuous from August 15, 2011 thru June 29, 2012 with data analysis and report complete by July 13, 2012	Client satisfaction Survey Rates and the students overall satisfaction with the services provided, and the amount of positive change they experienced The goal will be: 70% of clients reporting reduced clinical symptoms	
SOC Division Assess Social Sciences Division	Administrative Program Review	Division Dean	Fall 2011	PR Committee accepts SOCSCI PR	PR Committee accepted Division PR September 13, 2011
Prepare Self Study for June 2012 POST Basic Course Certification Review	Review presentation of course curriculum and complete self-study report	Richard Lindstrom, Jim Edison and Fred Johnson, 442-8277	Draft by Feb. 1, 2012 Final by Apr. 1, 2012	Accepted by POST	Basic Police Academy Course will be re-certified for 3 years. Self-study is on schedule, however, the timelines have been moved back one month.
Prepare Occupational Program Review: Auto Mechanics CTC	Perform Occupational Program Review	Tim Hunter/Tony Elizondo 5670/5669	Spring 2012	Presentation of the Review	Approval by Review Committee & furtherance of Committee's recommendations In progress, scheduled for presentation March 13 2012

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Auto Collision Repair CTC	“	Luis Aguilar 5667	Spring 2012	“	In progress, scheduled for presentation March 13 2012
Maintenance Mechanic CTC Fire Technology CTC	“	Dave Mooneyham 5056 Gordon Moncibais 5678	Spring 2012	“	In progress, scheduled for presentation March 13 2012
Prepare Occupational Program Review: Apprenticeship Architecture Building & Safety Code Administration CADD Computer Aided Manufacturing Photography	Perform Occupational Program Review	Daniel Himes Ken Zamora Claudia Habib Ron Cerkueira Mark McCollough Thom Halls	Fall 2011 Fall 2011 Fall 2011 Fall 2011 Fall 2011 Spring 2012	Presentation of the Review “ “ “ “ “ “	Approval by Review Committee & furtherance of Committee’s recommendations BSCA PR accepted CADD PR accepted CAM PR accepted Photography to be presented March 27 2012
Assessment of learning at course level	Assessment activities by faculty for SLOs.	All faculty led by chairs with support from the office of Dean Naimpally	Continuous		

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<p>The Humanities Division and the departments within the division will conduct continuous program reviews and curriculum reviews on a 5-year cycle, or as needed by type of program.</p> <p>Goal: Implement actions outlined within the program review documents.</p> <p>Goal: Faculty work collaboratively to discuss curriculum effectiveness, currency, and relevance, and update curriculum in Curriculum Review.</p>	<p>Write a program review document.</p> <p>Faculty evaluate and submit curriculum for curriculum review.</p>	<p>Dr. Jennifer Johnson Humanities Dean Jennifer.johnson@frsnocitycollege.edu 559-442-8281</p>	<p>Program reviews and curriculum reviews every 5 years.</p>	<p>100% approval of program review document by Program Review Committee.</p> <p>100% approval of curriculum by Curriculum Committee.</p>	<p>Foreign Languages Program Review approved fall 2012.</p> <p>ASL Program Review approved Feb. 14, 2012.</p> <p>Letters Program Review approved Fall 2012.</p> <p>Humanities Division Program Review approved fall 2012.</p> <p>Curriculum Review completed and approved for English, ESL, Linguistics, and Reading fall 2012.</p>

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Library and Student Learning Support Services will assess the effectiveness and quality of its programs and services	Conduct surveys of students and faculty to get feedback on the effectiveness of programs and services and to assess service unit outcomes	Library: Dean James Tucker, james.tucker@fresnocitycollege.edu , X5709 Tutorial: Coordinator Ray Sanchez, ray.sanchez@fresnocitycollege.edu , X8742 WRC: Coordinator Tabitha Villalba, tabitha.villalba@fresnocitycollege.edu , X5774	Spring 2012	Number of completed surveys, areas for change identified	
	Conduct assessment of student learning outcomes for Library Technology Program	Librarian Donna Chandler, donna.chandler@fresnocitycollege.edu , X8150	Spring 2012	Successful completion and retention of learners in the program	

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Survey of Department Customers for quality of services and need for new or additional services.	Web based and paper survey. Gathering of customers' perception of our services and quality of services. This information is required to continually upgrade services and also for guiding information for the next program review.	Richard Harrison Richard.harrison@frsnocitycollege.edu X8674	July, August and Sept. – develop survey questions. September-October : submit survey questions. November-December: Review survey results. January – end of year: Incorporate information into department goals and procedures and prepare information for use in future program review.	Fulfillment of majority of copy center projects with minimum time lag and high accuracy. Completing projects and assisting instructor in furnishing support items in a timely manner.	Explore suggestions from customers in survey in order to supply new services and support for aid in student success.

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The college will systematically evaluate the effectiveness and quality of its programs and services.	Initiate a book rental program.	Mary Beth Wynn Ext. 5723 Marybeth.wynn@fre snocitycollege.edu	Program in place by end of fall semester 2011	When a program becomes a part of the bookstore services.	Meeting with Bebraska, the book rental company, September 28, 2011.
The college will systematically evaluate the effectiveness and quality of its programs and services.	Survey of staff, faculty and students on bookstore services.	Mary Beth Wynn Ext. 5723 Marybeth.wynn@fre snocitycollege.edu	Survey conducted and studied by the end of 2011 fall semester.	When survey is distributed, collected, answers calculated and results studied.	Survey needs Chancellor's Cabinet approval.
The college will systematically evaluate the effectiveness and quality of its programs and services. As budget constraints continue to affect the college it has become increasingly apparent that the Business Office must learn what services are being offered in other areas, particularly Student Services.	The Business Office will cross train with the Student Services area, (i.e., transcripts, residency and admissions.	Admin Svcs/Business Office/Penny Cristan penny.cristan@sccc.edu 489-2234 x.2367	End of Spring 2012	Business Office personnel will be able to answer student questions on processes in the Student Services area.	

Goal 2: FCC will assist students toward successful completion of their educational objectives.

Objective 2.1: The college will implement the Educational Master Plan recommendation to develop and implement a student success plan for the college.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Anthropology & Econ will participate in C-ID and TMC development	C-ID/TMC conference	Jill Minar for Anthro 8360; Diane De Freitas 8363	2011-2013	TMCs in Anthropology & Econ accepted by Curriculum Committee	TMCs still under development.
Increase degrees and certificates in Human Services and Crim	Workshops, orientations, counseling for FN/FSM, HS and Crim students	Maddy Surface	Fall 2011- Spring 2012	2010-2011 AS Degrees: CRIM 13 HS 45 FN/FSM 0 CAs: CRIM 5 HS 36 FN/FSM 1 Cs: CRIM 0 HS 44 FN/FSM 28	2011-2012 degree and certificate data:
Increase transfer, degree, and certificate completion by Anthropology students.	Majors orientation (done) and meetings with individual students (on-going); CSU Fresno faculty presentation to potential transfer students (done).	Jill Minar 8360; Beth Wengerd 8343	2011-2012	Increased numbers of transfers, AAs, and Certificates of Achievement.	We did another majors orientation this spring and will have Fresno State faculty meet with our students again. At the end of the year we will request stats on completions of AA, CofA, and transfers.

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Student Success in terms of completion of AS degrees in MSE and transfers of STEM majors	Various-counseling, mentoring, tutoring/si new equipment and supplies, etc.	Dean Ash Nainpally, PI and Project Director, STEM grant	Oct 1, 2008- Sept 30, 2011	Number of AS degrees and number of students transferring to 4-yr institutions	An increase of 77% in number of AS degrees and an increase of 37% of number of transfers over a period of 3 years.
Recommend Transfer Model Curricula	HIST TMC	HIST faculty	Fall 2011- Spring 2012	HIST TMC accepted by Curriculum Committee	
Recommend Transfer Model Curricula	POLSCI TMC	POLSCI faculty	Fall 2011- Spring 2012	POLSCI TMC accepted by Curriculum Committee	New POLSCI 3 (theory) course entered in CurricUNET as part of 5-year review and TMC process. TMC development is in conjunction with 5-year review.
Recommend Transfer Model Curricula	CD TMC	CD faculty	Fall 2011	CD TMC accepted by Curriculum Committee	Has been approved by FCC Curriculum Committee and SCCCD BOT. Has been approved by Central Region Consortium.

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Recommend Transfer Model Curricula	Liberal Studies TMC	EDUC faculty	Fall 2011- Spring 2012	Liberal Studies TMC accepted by Curriculum Committee	The Liberal Studies TMC is not finalized yet. The challenge is that the proposed C-ID Number EDUC 200 Introduction to Education (3 units) requires theory AND 45 hours of on-site work experience. FCC has always used 3-unit EDUC 30 as theory and 1-unit EDA 19 as the 60 hours school work-site experience. With only one instructor for both courses, it would not be possible to both teach and supervise 125+ students at a field site to meet the requirements of EDUC 200. We are going to find out if the C-ID folks will accept the combination of our EDUC 30 and EDA 19 as fulfilling their EDUC 200.

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To improve retention & completion of majors.	Anthropology will continue to involve students in volunteer work in the Museum of Anthropology.	Beth Wengerd 8343	2011-2012	Increased retention of majors and completion (transfer, AA, or Certificate of Achievement)	In fall 2011: 10 student volunteers with the museum open approx. 30 hours a week. For spring 2012, we have 8 docents with 24 scheduled hours each week with additional hours as docents are available to drop in.
Develop and Implement a Student Success Plan	Prioritize input Campus agreement Implement and distribute Plan	Area Admins, dept. chairs, campus, all constituency groups Student Success Task Force	Fall 11/ Spring 12		

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CalWORKs Measure and improve student semester-to- semester persistence.	Identify the percentage of students who persist between semesters	Anne Watts anne.watts@fresnocitycollege.edu 442-8286	End of every semester	Greater than 50% of students will persist from semester to semester: Current data shows that the average persistence over the last 2 years has been 50%. Persistence will increase by 5% by Spring 2012 by increased communication with students, mini grant competition, and counseling intervention.	

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Counseling Department Develop a student appointment based counseling system focused on improved counseling/ advising services to students.	As a result of a comprehensive review of the previous academic year student counseling data, the Counseling Department will develop an enhanced counseling services system focused on: Q&A counseling services 10 minute appointment for general counseling and advising questions, 20 minute appointment system for more detailed student counseling needs, and 30 minute appointment for a comprehensive student counseling session	Counseling Department Mark Sanchez mark.sanchez@fresnocitycollege.edu x6066	Spring 2012	Student survey data illustrating a 10% increase in value of student counseling session in planning their educational goals and objectives. Students will demonstrate an increased satisfaction in the value of their counseling appointment in terms of planning their educational goals and objectives	

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Counseling Department Develop a clearer student appointment based system. Students will demonstrate an increased understanding on the purpose of their visit to see a counselor.	Development of technology to identify clear parameters for a student appointment with a counselor, e.g. develop a student educational plan	Counseling Department Mark Sanchez mark.sanchez@fresnocitycollege.edu x6066	Spring 2012	Student survey data illustrating a 10% increase in student awareness on the purpose of their visit to see a counselor	
Counseling Department Include more counseling courses for first time college students that will increase focus on college success and educational goal planning.	Learning the Steps to Success Matriculation goals for FCC. Develop an Educational Plan Learning how to be exposed to careers Strategies for college success, e.g. study skills	Counseling Department mark.sanchez@fresnocitycollege.edu x6066	Spring 2012	As a result of students taking a counseling course, students will demonstrate increased preparedness for college success Student pre and post-test survey data	
Counseling Department Title V- Caminos Program. Camino Summer Bridge Program will academically prepare students for university level writing and reading skills through an accelerated development of writing skills in English 125, 126, ESL 67, ESL 68.	Program participants will engage in an 8-week accelerated curriculum & innovative teaching strategies.	Counseling Department Title V Project Coordinator Leticia Canales leticia.canales@fresnocitycollege.edu x2390	Fall 2011 Spring 2012 Summer 2012	75% of ESL 67-68 students enrolled in the Camino summer bridge program will successfully complete their ESL sequence courses and enroll in English 1A (transfer/degree applicable) within two semesters	

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Counseling Department Title V- Caminos Program. As a result of academic advising with a counselor in the Caminos programs students will be able to identify their educational objectives at the end of two semesters.	Students will meet with the Camino Counselor twice each semester to discuss & monitor student progress.	Counseling Department: Title V Project Coordinator Leticia Canales leticia.canales@fresnocitycollege.edu x2390	Spring 2012	75% of Camino students surveyed will be able to identify their educational objectives	
Counseling Department Title V- Caminos Program. As a result of Camino program participation and academic counseling, students will be able to identify key steps to transfer and participate in various transfer activities.	Student will participate in academic advising sessions with the Camino Counselor, attend transfer workshops, and events	Counseling Department: Title V Project Coordinator Leticia Canales leticia.canales@fresnocitycollege.edu x2390	Fall 2011 Spring 2012 Summer 2012	75% of Caminos students will develop an academic/transfer/ career portfolio	

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Counseling Department Athletics: As a result of participating in athletic advising sessions, student athletes will be able to demonstrate proficiency in registering for recommended courses from their student educational plan.	Academic advising and counseling for athletes	Counseling Department: Athletics Sandi Samra sandi.samra@fresno.citycollege.edu x8649	Fall 2011 Spring 2012	A sampling of students will be selected to determine if the courses the student registered in matched what was advised from the SEP. 90% of the students will be registered in at least 3 out of 4 advised courses or courses approved for athletic eligibility	
Counseling Department Athletics: Freshmen student athletes will have at least one contact with an athletic counselor in the Fall semester.	One academic advising session per semester for each student athlete	Counseling Department: Athletics: Sandi Samra sandi.samra@fresno.citycollege.edu x8649	Fall 2011 Spring 2012	90% of students determined in Datatel to be eligible for athletics will attend a fall advising session	

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Employment Resource Center Assist and evaluate students in writing professional resumes to apply for employment within their career path.	Pre and post survey students' to evaluate their knowledge of types of resumes, components of resumes, value of an effective resume, and using resumes in formalized job search	Employment Resource Center: Cindy Dunn cindy.dunn@fresnocitycollege.edu 442-8294	Fall, 2011 semester	A minimum of 65% of students will achieve stated learning outcomes as a result of resume review.	
EOPS Program Increase participation of EOPs students in priority registration.	EOPS will communicate with students promoting the importance of priority registration through email, at first contact (Ed Plan), blackboard and phone banking.	Director, Lee Farley and EOPS Staff. 442-8231	Director, Lee Farley and EOPS Staff.	We will measure the success of this goal by the data in Datatel that shows how many students registered on the actual Priority Registration date, November 3, 2011. 80% of students will register on Priority Registration, November 3, 2011.	

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EOPS Program Students will have a better understanding of programs services and requirements as a result of participating in the EOPS orientation.	A short survey and Q&A session will be included in the orientation	Director, Lee Farley and EOPS Staff. 442-8231	End of Spring 2012	90% of students understand our EOPS orientation, program services and requirements. The survey will inform us how well the students understand all the information that was provided at the orientation.	
Foster Bridge Upon completion of the Bridge orientation, students will demonstrate increased knowledge of the FCC matriculation process.	Program orientation and presentation of the FCC Steps to Success Matriculation process	Foster Bridge alexandra.gonzales@fresnocitycollege.edu x8677	Fall 2011- Spring 2012	Fall 2011- Pre-test survey Spring 2012- Post-test survey	
Foster Bridge Students will be able to identify their personal learning styles and career options as they relate to their personality type and strengths.	Learning style assessments and career exploration workshops	Foster Bridge alexandra.gonzales@fresnocitycollege.edu x8677	Fall 2011- Spring 2012	End of Fall 2011- Qualitative survey End of Spring 2012- Qualitative	

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Foster Bridge Upon completion of a student educational plan, students will demonstrate increased knowledge of educational processes and steps for career and educational planning.	Student educational planning lessons and career exploration and readiness workshops and assessments	Foster Bridge alexandra.gonzales@fresnocitycollege.edu x8677	Fall 2011- Spring 2012	Number of SEP's completed Pre and post-test surveys to students	
Health Service Nurses will arrange to provide regularly scheduled low cost CPR/AED classes for students and staff.	1. Mary Smith will obtain Instructor CPR certification as soon as the class is offered. 2. A schedule of class times and fees will be established.	Jennifer Brennan, MSN, Coordinator of Health Service and Mary Smith, FNP, College Nurse 442-8245	Health Service will be prepared to offer CPR classes by June 2012	CPR/AED classes will be conducted weekly beginning June 2012	
IDILE Program IDILE program leadership will collaborate with the Tutorial Center to develop an enhanced process for accessing and utilizing tutorial support services.	Program collaboration, IDILE and Tutorial Center	Counseling Department: IDILE Program darlene.roach@fresnocitycollege.edu x8625	Fall 2011 Spring 2012	75% of IDILE students will participate in tutorial/study group sessions	

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International Students International students will enroll in the classes identified in the SEP	Students will meet with the International Student Counselor two times in the semester to complete a SEP	Laura DeSantiago-Gomez laurago@fresnocitycollege.edu 442-8224	1st visit by the end of the 9th week of instruction & 2nd visit end of the semester	The goal is to have 70% SEP's check with courses completed.	
International Students Students will understand immigration laws after attending a student orientation.	International Student Orientations held in Fall, Spring and Summer	Laura DeSantiago-Gomez and Dr. Lee Farley laurago@fresnocitycollege.edu 442-8224	End of each semester.	85% of the students will demonstrate increase knowledge of immigration laws.	
International Students will understand college requirements by meeting with a counselor each semester.	Staff will meet with each student to complete their individual International Student personnel file	Laura DeSantiago-Gomez and Dr. Lee Farley laurago@fresnocitycollege.edu 442-8224	By the end of each semester	A checklist of items required will be completed/ submitted by each student 80 to 85% of students will understand International Student Requirements	

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<p>Matriculation Students who did not achieve college-level math readiness on the EAP test will be eligible for college-level math as a result of participating in the EAP program intervention.</p>	<p>Recruit students Administer FCC placement test as pre-test.</p> <p>Students participate in off-site matriculation process at their high school.</p> <p>Implement intervention during February 2012 Provide wrap-up session and administer FCC placement test as post-test to determine course placement.</p>	<p>Matriculation renee.craig-marius@fresnocitycollege.edu x8634</p>	<p>Fall 2011 Spring 2012</p>	<p>FCC assessment test as pre and post-test. 50% of all students who did not achieve college-level math readiness on the EAP test will be eligible for college-level math as a result of participating in the EAP program intervention.</p>	

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
<p>Puente Program Students will be able to identify their educational goal by the end of the second semester.</p>	<p>Students will complete a comprehensive set of assignments geared towards informing students on identifying an educational goal.</p> <p>Students will identify two long term goals and five short term goals with their counselor and instructor</p>	<p>Puente Program lori.natal@fresnocitycollege.edu x8644</p>	<p>Spring 2012</p>	<p>70% of Puente program participants will identify an educational goal</p>	
<p>Puente Program Students will be able to articulate elements of their cultural identity.</p>	<p>Students will learn curriculum that integrates Chicano/Latino and other multicultural literature in combination with a variety of exercises.</p> <p>Students will illustrate their cultural identity through creating a collage reflecting their origins, who they are today, and what they want for the future</p>	<p>Puente Program lori.natal@fresnocitycollege.edu x8644</p>	<p>Spring 2012</p>	<p>70% of Puente program participants will complete their collage and present to the class</p>	

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<p>Puente Program Students will demonstrate an understanding of mentoring and networking as it relates to student success by the end of the second semester of the program.</p>	<p>100% of program participants will be matched with a professional community member who serves as a mentor</p>	<p>Puente Program lori.natal@fresnocitycollege.edu x8644</p>	<p>Spring 2012</p>	<p>100% mentor-mentee match</p> <p>70% of students will participate in one or more mentoring activities during the year of Puente program activities</p> <p>70% of students will write a reflection paper on their experience as it pertains to the mentoring component of the program</p>	
<p>Student Activities Students will be able to enroll in a Leadership Development course at Fresno City College.</p>	<ul style="list-style-type: none"> • Development of seminar-based curriculum • Selection of course textbook(s) • Submission of course to Curriculum Committee for approval 	<p>Student Activities Sean Henderson sean.henderson@fresnocitycollege.edu 265-5711</p>	<p>2011 – 12 Academic Year</p>	<p>Inclusion of the Leadership Development course in the Fall 2012 schedule of courses.</p>	

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<p>Student Activities Students will have the opportunity to engage in a coordinated, campus-wide service learning program that is recognized by the College.</p>	<p>Development of a comprehensive service learning institute by coordinating the following activities:</p> <ul style="list-style-type: none"> • Collaboration with the Speech 20 faculty in the development of curriculum • Collaboration with the Work Experience faculty to offer credit for service hours • Collaboration with the Employment Resource Center staff for the recruitment of community work sites • Collaboration with the Records Manager to notate Community Service on transcripts • Collaboration with the Vice President of Student Services to determine location of program 	<p>Student Activities Sean Henderson sean.henderson@fre.snocitycollege.edu 265-5711</p>	<p>2011 –12 Academic Year</p>	<p>Service Learning Institute complete with curriculum, service hour credit(s), recruiting strategy and appropriate notation on student transcript.</p>	

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SYMBAA As a result of academic advising through the SYMBAA program, students will demonstrate an increased understanding of college matriculation.	Academic advising Online orientation College success workshops	Counseling Department: SYMBAA Cedric Hardamon cedric.hardamon@fr.esnocitycollege.edu x8636	Fall 2011 Spring 2012	70% of SYMBAA program participants will demonstrate proficiency in the college steps to Matriculation through student survey	
SYMBAA Through course lectures and assignments: SYMBAA program participants will be able to articulate the principles of marriage and family relationships, including, courtship, family planning, conflict resolution, childbirth, and aging.	Course lectures Written assignments	Counseling Department: SYMBAA Cedric Hardamon cedric.hardamon@fr.esnocitycollege.edu x8636	Fall 2011 Spring 2012	Student proficiency will be measured by assessment of written assignments.	
SYMBAA Through course lectures and assignments, students will be able to describe historical and cultural contributions made by African-American leaders in the United States.	Course lectures Exposure to literature Written assignments	Counseling Department: SYMBAA Cedric Hardamon cedric.hardamon@fr.esnocitycollege.edu x8636	Fall 2011 Spring 2012	Student proficiency will be measured by assessment of written assignments	

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Transfer Center Develop an annual transfer campaign centered on the submission of the University of California (UC) Transfer Admission Guarantee (TAG) which will result in a 5% increase of UC TAG submissions.	The UC TAG annual application submission period is 9/1 – 9/30. http://uctag.universityofcalifornia.edu The annual campaign will consist of campus wide signage, classroom presentations and workshops.	Counseling Department: Transfer Center Michael Rodriguez michael.rodriguez@fresnocitycollege.edu x8059	Spring 2012	The FCC TC will review TAG portal submission reports, collaborate with the UCOP, and follow up with transfer students.	
TRIO – Student Support Services Program (SSSP) Revise the campus evaluation process of objective attainment.	1. Develop check sheet for objective attainment 2. Collect data at semester checkpoints 3. Evaluate data 4. Report data to Dean of Students	TRIO (SSSP) Ginna Bearden ginna.bearden@fresnocitycollege.edu x8145	Checkpoint report 1-15-2012 6-15-2012	Completion of reports in January 2012 and June 2012	
TRIO Upward Bound Revise the campus evaluation process of objective attainment	1. Develop check sheet for objective attainment 2. Collect data at semester checkpoints 3. Evaluate data 4. Report data to Dean of Students	TRIO (SSSP) Ginna Bearden ginna.bearden@fresnocitycollege.edu x8145	Checkpoint reports 1-15-2012 6-15-2012	Completion of reports in January 2012 and June 2012	

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USEAA Program faculty will coordinate and conduct field trips to universities to increase program participants understanding of the transfer process between a community college and university.	University fieldtrips	Counseling Department: USEAA Program Victor Yang victor.yang@fresnocitycollege.edu x8624	Fall 2011 Spring 2012	Student survey on steps for transfer to a university	
USEAA Through workshops on the use of Web Advisor, students will demonstrate proficiency in the understanding of the use of Web Advisor to register for their spring semester of courses on time by their assigned registration date.	Workshops	Counseling Department: USEAA Program Victor Yang victor.yang@fresnocitycollege.edu x8624	Fall 2011	75% of USEAA program participants will use Web Advisor to register for their spring classes on time by their assigned registration date	
USEAA Through SEP development workshops, students will be able to complete and demonstrate the importance of an educational plan.	SEP development workshops	Counseling Department: USEAA Program Victor Yang victor.yang@fresnocitycollege.edu x8624	Fall 2011 Spring 2012	75% of USEAA program participants will score at average or above on a rubric that assesses their competency in completing an educational plan	

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Veterans Office Evaluate and improve student persistence from one semester to the next consecutive semester.	Each student will meet with a counselor to determine progress. A short likert scale survey will be given to each student to determine persistence rate.	Dr. Lee Farley/Veterans Office Staff 442-8224	End of each semester	More than 60% of students will persist at least two semesters	
Veterans Office Upon completion of orientation, students will demonstrate increased knowledge of the FCC matriculation process.	Veterans Program orientation and information on the FCC matriculation process.	Mary Alfieris /Dr. Lee Farley 442-8224	Fall 2011-Spring 2012	Short Pre-test survey and Post-test survey.	
Veterans Office Increase the number of students who participate in Veterans orientation prior to enrollment in their first semester.	The Veterans Office will schedule informational orientations during the summer, fall, and spring semesters.	Dr. Lee Farley and Veterans Office Staff 442-8224	End of each semester	A minimum of 50% of incoming Veterans will participate in orientation	
Veterans Office Staff will contact each continuing student concerning priority registration.	Priority registration	Dr. Lee Farley and Veterans Office Staff 442-8224	End of each semester	The number of students participating in priority registration will increase each semester. 75% of eligible veteran students will complete priority registration.	

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Vice President of Student Services Office Students will fully understand the Student Code of Conduct.	After meeting with the Vice President of Student Services or designee a student who has allegedly violated the Student Code of Conduct will be provided a brochure describing the Student Code of Conduct	Vice President of Student Services (VPSS) Office/ Dr. Christopher Villa, x8595	Spring 2012	After reading the Student Code of Conduct, less than 5 percent of alleged violators of the Student Code of Conduct will return to the VPSS Office for an alleged violation of the Code	
A dept based student success plan	Various- Grasp, tutoring, mentoring etc	Dept Chairs: Carol Curtis, Doug Avery, Virginia Gutierrez-Osborne, Christian Vellandi and Peter Meserve. Dean Ash Naimpally	Semester by semester	Retention and completion rates com	Success plans being adopted by depts.
CalWORKs students persist from one semester to the next toward completion of educational objectives	Contact students via phone and email to encourage counselor meetings, to take advantage of priority registration, and to remove barriers to staying in school	CalWORKs Director, PDA, Eligibility Specialist, and counselors	Each semester after census		Goal update is being submitted through Student Services

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Evaluate existing programs and courses in regards to improving student progress, achievement and completion rates	Utilize current existing data repositories to extract pertinent data to drive informed decision making on program and services offered by the Division	Tim Woods, Dean of Instruction. tim.woods@fresnocitycollege.edu ; x8616	2011-2012	Pertinent data trends improve	Institutional Research is currently compiling a multi-year report that will identify measures for student success, retention, gpa, for both distance education and face-to-face business education courses. The report is expected to be completed by the beginning of May.
Evaluate current curriculum in relation to student success	Accounting Department - Implementation of math and English prerequisites to Acctg 4A	Ron Dustin, Accounting Dept. Chair. Ron.dustin@fresnocitycollege.edu ; x8501	Spring 2012	Completion of required curriculum documents	Accounting dept. has requested a data analysis report that would identify the relationship between the levels of student math preparation with accounting course success. The dept. is in process with Curriculum Committee to add math prereqs.

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Objective 2.1: The college will implement the Educational Master Plan recommendation to develop and implement a student success plan for the college.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Develop and implement a student mentoring program	Accounting Department - Development of a student mentoring program	Ron Dustin, Accounting Dept. Chair. Ron.dustin@fresnocitycollege.edu ; x8501	Spring 2012	Establishment and maintenance of student mentoring program	Pilot Student tutor/mentor program was launched in Spring 2012 for Accounting students. The pilot has been expanded to include CIT.
Establish program(s) that provide academic and career pathways	BA Department will develop and seek approval of Transfer Model Curriculum (TMC) a transfer degree for Business Administration	Robert Schmalle, Business Administration/Mar keting Dept. Chair. Robert.schmalle@fresnocitycollege.edu ; x8489	Fall of 2012.	Approval by all constituent groups of the BA proposed TMC degree	Department approval of joint position on make-up of business classes in the TMC – October 2011
Seek professional development opportunities that relate to student retention, persistence, and success.	Conference: Strengthening Student Success	Rebecca Nelson, Business & Technology Dept. Chair. Rebecca.nelson@fresnocitycollege.edu ; x7-2388 Melinda Shirey, BT Faculty. melinda.shirey@fresnocitycollege.edu ; x8492	2011-2012	Faculty attend and bring back to the department information from professional development opportunities and conferences	Ongoing Department faculty have been attending conferences that target basic skills and student retention strategies. Faculty have also attended several technical conferences to raise skills and identify new technologies to implement within the classroom.

Goal 2: FCC will assist students toward successful completion of their educational objectives.

Objective 2.1: The college will implement the Educational Master Plan recommendation to develop and implement a student success plan for the college.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Measure current student success and preparedness	The CIT department will develop and administer a question to all students in the beginning level CIT 12 and CIT 15 classes to study preparedness and success	Dennis Mohle, Computer Information Technology/Decision Science Dept. Chair. dennis.mohle@fresnocitycollege.edu ; x8471	Survey to be administered in Spring 2012	Student success will increase in the classes	Survey questions complete. Google Docs database to be designed and built for survey results by Dec 2011
Develop and implement approaches to improving student persistence and success	The CIT department will have a round table discussion on staff development day on how to increase persistence in the classroom	Dennis Mohle, Computer Information Technology/Decision Science Dept. Chair. dennis.mohle@fresnocitycollege.edu ; x8471	Spring 12 Flex Day	Student persistence and success will increase in the classes	Scheduled

Goal 3: FCC will provide broad access to programs and services.

Objective 3.1: The college will schedule programs and course offerings to meet learner needs.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Modify course offerings where appropriate	Survey students Analyze data Reconfigure offerings Re-eval course schedule	Area admin, dept. chairs, campus constituencies	Survey Fall 11 Modify Spring 12	# of courses modified after data collected	
Identify learner needs regarding program and course offerings	Survey students and faculty	Institutional Research	Fall 11	Data collected	
	Divisions will conduct gap analyses of their course offerings	VP of Instruction Division Deans Dept Chairs			
CalWORKs Schedule student counselor appointments to meet students' needs.	Implement use of SARs Scheduling software to maximize resources and analyzed the data	Anne Watts anne.watts@fresnocitycollege.edu to work with Don Lopez and S.S. Mgrs. to schedule training 442-8286	By Spring 2012	SARS will be used for scheduling appointments and analyzing appointment data. Appointment times will be maximized for student accessibility and data will be collected on types of services and appointment reasons	

Goal 3: FCC will provide broad access to programs and services.

Objective 3.1: The college will schedule programs and course offerings to meet learner needs.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
College Relations As a result of presenting information to students at high schools: students will demonstrate increased knowledge of early college preparation and planning for college success.	<ol style="list-style-type: none"> 1. Presentations on college preparation. 2. Academic advising 3. Presentation of information on steps for college success 	College Relations Judi Bennett judi.bennett@fresnocitycollege.edu Lisa Vincent lisa.vincent@fresnocitycollege.edu 442-8225	Fall 2011 Spring 2012	Written survey administered to students in high school classrooms during educational presentations and workshops that will demonstrate increased knowledge of early college preparation and planning for college success.	
College Relations Implement the new online student orientation for high school students as a component of Registration-to-Go.	<ol style="list-style-type: none"> 1. Utilize online student orientation. 2. Train high school counselors to utilize the orientation tool. 	College Relations Judi Bennett judi.bennett@fresnocitycollege.edu Lisa Vincent lisa.vincent@fresnocitycollege.edu 442-8225	Spring 2012	Assessment component on student learning at the end of the online orientation. A minimum of 2,000 “hits” will be made on the on-line orientation site.	

Goal 3: FCC will provide broad access to programs and services.

Objective 3.1: The college will schedule programs and course offerings to meet learner needs.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
<p>Instruction with current educational methodologies to meet learners needs.</p>	<p>The Dental Hygiene Clinic Lab was recently renovated, which will allow students to be instructed with current educational methodologies.</p> <p>The department will pursue integration of digital technology into the curriculum. This focused approach of scheduling patients, assessing their oral health in relation to systemic health and utilizing computerized risk assessment forms will meet the educational needs of the student dental hygienist.</p>	<p>Department of Dental Hygiene, Academic Chair joanne.pacheco@fresnocitycollege.edu (559) 244-2622</p> <p>Department of Dental Hygiene, Clinical Chair monta.denver@fresnocitycollege.edu (559) 244-2602</p>	<p>FA 11-SP 12</p>	<p>Successful completion of DH 5A, DH5B and DH 5C. Course Exit Surveys.</p> <p>Graduate Survey responses demonstrated need to update facilities and technology.</p>	<p>Instruction of new computerized equipment will enable the program to provide students with the most current educational experience.</p> <p>Knowledge of current dental practice technologies will give FCC graduates a seamless transition to private practice.</p>

Goal 3: FCC will provide broad access to programs and services.

Objective 3.1: The college will schedule programs and course offerings to meet learner needs.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
SOC Division Modify course offerings where appropriate	Schedule 25 month program in Human Services (social Work Option)	Mericle, Holford	Fall 2011- Spring 2012	Fall 2012 begins 25 month program	Action Plan submitted to and approved by Program Review Committee September 13, 2011. Courses for fall 2012 semester have been scheduled. Informational meetings have occurred, and a cohort for Fall 2012 is being formed from a list of over 100 interested students.
Student Educational Goals, Transfer, Degrees/Certificates	The FPCA division will continue to provide a gap analysis of courses and identify course rotations within degree and certificate programs to meet learners' needs.	FPCA/Division Office/Jothany Blackwood jothany.blackwood @fresnocitycollege. edu Ext. 5752	Spring 2012	The Division will use the data in the development of future class schedules.	The gap analysis has been discussed with the FPCA Division department chairs. It is currently pending because the Division has been busy responding to program reductions. These reductions emphasize the priority of the goal and will be discussed at the next FPCA department chair meeting on February 3, 2012.

Goal 3: FCC will provide broad access to programs and services.

Objective 3.1: The college will schedule programs and course offerings to meet learner needs.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Student Satisfaction	The Theatre and Dance Department will gain approval to replace recently opened fulltime dance faculty position.	FPCA/Theatre, Dance/Chuck Erven, Jimmy Hao chuck.erven@fresnocitycollege.edu jimmy.hao@fresnocitycollege.edu Ext. 8478 or Ext. 8442	May 2012	Replacing the full time dance faculty position is critical to the viability of the program as it currently stands. Without replacing the position, the department will depend on adjunct faculty. Program and learner needs will be hindered. There will be no assurance of course availability for students.	The position has gone over for consideration to the college president and vp of instruction. We are currently awaiting their decision.
Basic Skills, Golden 4 *(A1,2,3 and B4) GE, Transfers	Scheduling	Scheduling done by Dean Naimpally after receiving recommendations from depts.	Every semester		

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Objective 3.1: The college will schedule programs and course offerings to meet learner needs.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Review courses and programs to modify course and degree offerings where appropriate.	Submit paperwork to State Chancellor for ASL certificate program. Submit appropriate ASL AA documentation.	Dr. Jennifer Johnson Humanities Dean Jennifer.johnson@frsnocitycollege.edu 559-442-8281	Fall 2011, Spring 2012	Approval of new certificate program. Submission of paperwork for ASL AA degree.	ASL Certificate of Achievement was approved by the State Chancellor’s office fall 2011 and by ACCJC in spring 2012. The first graduates will achieve certificates of achievement in spring 2012. The ASL AA degree submission/approval is in progress. New approval date fall 2012 or spring 2013 for AA degree.
Schedule course offerings to meet learner needs.	Assess course times, days, methods (online, hybrid, ground, short-term) to determine what is effective for student learning.	Dr. Jennifer Johnson Humanities Dean Jennifer.johnson@frsnocitycollege.edu 559-442-8281	Effectiveness of courses, times, modality is assessed every fall and spring prior to scheduling the next semester, and more often as needed.	Retention, GPA, and attainment of SLOs at or above the division’s average.	The division is approximately 50% complete with implementing SLO assessment cycles. This goal needs to be revised for a more realistic measurement and timeline.

Goal 3: FCC will provide broad access to programs and services.

Objective 3.1: The college will schedule programs and course offerings to meet learner needs.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
The Training Institute will develop 4 additional programs that meet, individual, business and industry needs.	Meet with Division Deans periodically	Training Institute Charles Francis, Rob Weil, Paula Cuesy and Rebecca Boyd 324-6461	2 by January 15, 2012 and 2 by June 15, 2012	Development of 4 additional programs	Director made a presentation on TI activities to President’s Cabinet in October 2011. Two new classes were developed for the Farm Labor Contractors program
Workforce Development will partner with TSS, A&R, and the Business Office to streamline the Training Institute registration process	Workforce Development will facilitate regular meetings with stakeholders to develop a registration process improvement plan Workforce Development will assist with the implementation of the streamlined registration process	Workforce Development, Natalie Culver- Dockins X8233	Completed by May 2012 Implementat ion beginning Summer 2012	Development of a registration process improvement plan Implementation of the registration process	A meeting will be scheduled in March with key stakeholders Once the process improvement plan is complete the possibilities for an improved registration system will be explored.

Goal 3: FCC will provide broad access to programs and services.

Objective 3.1: The college will schedule programs and course offerings to meet learner needs.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Library and Student Learning Support Services will schedule classes and workshops to meet learner needs	Tutorial and WRC will analyze attendance and adjust schedules as needed to better meet learner needs	Tutorial: Coordinator Ray Sanchez, ray.sanchez@fresnocitycollege.edu , X8742 WRC: Coordinator Tabitha Villalba, tabitha.villalba@fresnocitycollege.edu , X5774	Spring 2012	Number of learners attending workshops	Spring 2011: 58 workshops; 117 unduplicated students; 253 visits Fall 2011: 142 workshops; 176 unduplicated students; 391 visits
	Library Technology Program will schedule classes to ensure timely completion of the program	Librarian Donna Chandler, donna.chandler@fresnocitycollege.edu , X8150	Ongoing	Number of LITEC certificates and degrees earned	2011-2012 CA = 5 AS = 5 (10) More expected before the end of the school year, as they are in process.

Goal 3: FCC will provide broad access to programs and services.

Objective 3.1: The college will schedule programs and course offerings to meet learner needs.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Determine the best length of courses in hours per day and per week for student learning	Review Spring 2011 RN Program Student Survey results on length of courses.	Nursing Department	November 2011	Spring 2011 results are set as the benchmark for the program	Survey mean for the spring 2011: Theory – 4.10 Skills – 3.54 Clinical – 3.84
	Conduct RN Program Student Survey Fall 2011 for comparison to Spring 2011	Nursing Department	November 2011	Nursing survey with returned with results received for SP11, SU11, and FA11 for the Theory, Skills and Clinical sessions.	Survey mean for the summer 2011: Theory – 2.75 Skills – 3.69 Clinical – 3.73
	Hold faculty discussions by course and then Dept. including instructor and student perceptions regarding effectiveness of length of courses. Make recommendations to administration for scheduling.	Nursing Department	February 2012	Spring 2012 RN Program will show a 5% increase in student response regarding length and duration of courses.	Survey mean for the fall 2011: Theory – 3.95 Skills – 3.85 Clinical – 3.92 The results of the theory, skills, and clinical courses show a varied “mean score” return on the students’ perception of the length of the class sessions. Further data collection is required with faculty input as to the results.

Goal 3: FCC will provide broad access to programs and services.

Objective 3.1: The college will schedule programs and course offerings to meet learner needs.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Provide a balanced schedule that takes into account student success conditions, persistence, productivity, as well as available resources (e.g., classrooms, access to technology)	The Dean will work closely with Dept. Chairs and faculty to assess course and program performance in order to optimize the schedule	Tim Woods, Dean of Instruction. tim.woods@fresnocitycollege.edu ; x8616	Ongoing	Student success, retention, and completion improve	In progress. Summer 2012 and Fall 2012 schedules have been adapted for program optimization. Institutional research is currently collating a multi-year report to identify student success, retention, as well as other enrollment management measures (FTES, WSCH).
Develop/offer courses and programs that will support academic and/or career development pathways	Accounting Department - Establish Auditing Course	Ron Dustin, Accounting Dept. Chair. Ron.dustin@fresnocitycollege.edu ; x8501	Spring 2012	Reactivate Auditing (Acctg 54) course as part of AS Degree program	Planned
Develop/offer courses and programs that will support academic and/or career development pathways	Accounting Department - Establish International Accounting Course	Ron Dustin, Accounting Dept. Chair. Ron.dustin@fresnocitycollege.edu ; x8501	Spring 2012	Establish International Accounting (Acctg 60) course as part of AS Degree program	Planned

Goal 3: FCC will provide broad access to programs and services.

Objective 3.1: The college will schedule programs and course offerings to meet learner needs.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Develop/offer courses and programs that will support academic and/or career development pathways	BA Department’s continued offering of night, afternoon and internet courses	Robert Schmalle, Business Administration/Marketing Dept. Chair. Robert.schmalle@fresnocitycollege.edu ; x8489	Ongoing.	Continue offering of the courses	In progress Dr. Marianne Dunklin is preparing a new entrepreneurial course as part of a grant award from Rancho Santiago.
Develop/offer courses and programs that will support academic and/or career development pathways	Look at online/night offerings	Rebecca Nelson, Business & Technology Dept. Chair. Rebecca.nelson@fresnocitycollege.edu ; x7-2388	Ongoing.	Courses offerings are adjusted if necessary	Ongoing
Develop and implement approaches to improving student persistence	Look at retention and persistence	Rebecca Nelson, Business & Technology Dept. Chair. Rebecca.nelson@fresnocitycollege.edu ; x7-2388	Ongoing.	New approaches to improving student persistence are implemented	Ongoing

Goal 3: FCC will provide broad access to programs and services.

Objective 3.1: The college will schedule programs and course offerings to meet learner needs.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Develop and implement approaches to improving student persistence and success	Analyze prior schedules and determine best schedule to support department programs	Dennis Mohle, Computer Information Technology/Decision Science Dept. Chair. dennis.mohle@fresnoacitycollege.edu ; x8471 Bonnie Smith, CIT/DS Faculty. Bonnie.smith@fresnoacitycollege.edu ; x8303	Due Dec 2011.	More students will have more opportunities to complete programs	In progress Summer 2012 and Fall 2012 schedules have been adapted for program optimization. Institutional research is currently collating a multi-year report to identify student success, retention, as well as other enrollment management measures (FTES, WSCH).
Establish program(s) that provide academic and career pathways	Attend 1440 Conference	Dennis Mohle, Computer Information Technology/Decision Science Dept. Chair. dennis.mohle@fresnoacitycollege.edu ; x8471	Oct 2011	Attend conference	Scheduled Oct 29, 2011 Robert Devoe-Peterson is currently working the social media and computing development curriculum through the Curriculum Committee.

Goal 3: FCC will provide broad access to programs and services.

Objective 3.1: The college will schedule programs and course offerings to meet learner needs.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Schedule paralegal and real estate classes to insure course offerings meet student needs. Explore the feasibility and desirability of delivering courses in alternative formats	Review these topics with advisory committee members and conduct a current student survey	Paralegal/Real Estate Dept. Chair, Brian McCully. brian.mccully@fresnocitycollege.edu ; x8485	End of 2011-2012 school year	Conduct advisory committee meetings and conduct student survey	Scheduled
Evaluate our Physical Education course offerings.	Identify and research our basic PE course offerings for development of progression based courses; example would be a beginning, intermediate and possibly advanced course in Tennis.	Carol Kadingo Department Chair 2612 Oliver Germond Department Chair 8449 Susan Yates Athletic Director 6008 carol.kadingo@fresnocitycollege.edu oliver.germond@fresnocitycollege.edu susan.yates@fresnocitycollege.edu	Fall 11- Spring 12	Survey the students who currently have Tennis class to determine their interest in progressive class offerings.	The survey will be conducted during the last two weeks of the spring Tennis classes. Results to follow.

Goal 3: FCC will provide broad access to programs and services.

Objective 3.1: The college will schedule programs and course offerings to meet learner needs.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Provide an academic success program to increase student-athlete success.	Implementation of THE ZONE for all freshmen student-athletes. Including mandatory study hall, a “tool box” and counseling support. This is a collaborative effort between Counseling, Physical Education and Tutorial Services.	Carol Kadingo Department Chair 2612 Oliver Germond Department Chair 8449 Susan Yates Athletic Director 6008 carol.kadingo@fresnocitycollege.edu oliver.germond@fresnocitycollege.edu susan.yates@fresnocitycollege.edu	Fall 11- Spring 12	Increased success, higher transfer rates and better overall retention.	A pilot program was started in 2010-11 to measure success and expand the program to include all athletic teams. All athletic teams are not participating in THE ZONE with positive feedback from the athletes.

Goal 3: FCC will provide broad access to programs and services.

Objective 3.3: The college will improve access to student support services.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Improve access to student support services	Develop a process to evaluate current support services	Admin, staff, and college constituencies	Spring 12	# of surveys completed Services modified	
	Reevaluate services offered based on data gathered				
Monitor and adjust resource use to improve student access to support services	Analyze prior schedules and determine best schedule to support department programs. Observe facility usage patterns, review current resource utilization	Tim Woods, Dean of Instruction. tim.woods@fresnocitycollege.edu ; x8616	Ongoing	Existing resources and process are optimized, while also developing new approaches and processes where appropriate	Ongoing
Improve access to student support services	Accounting Department - Promotion of Tutoring Services for Accounting Classes to Students	Ron Dustin, Accounting Dept. Chair. Ron.dustin@fresnocitycollege.edu ; x8501	Ongoing	Effective promotion of tutoring services to students	Ongoing Pilot Student tutor/mentor program was launched in Spring 2012 for Accounting students. The pilot has been expanded to include CIT.
Improve access to student support services	BA Department will continue to utilize on-campus resources	Robert Schmalle, Business Administration/Marketing Dept. Chair. Robert.schmalle@fresnocitycollege.edu ; x8489	Ongoing.	Continued utilization	In progress

Goal 3: FCC will provide broad access to programs and services.

Objective 3.3: The college will improve access to student support services.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Improve access to student support services	New Mac Lab	Tim Woods, Dean of Instruction. tim.woods@fresnocitycollege.edu ; x8616	Dec 2011	Macs installed in BE Division computer lab	Completed
Improve access to student support services	Improve computer labs and recording lab	Rio Waller, CIT/DS Faculty. Rio.waller@fresnocitycollege.edu ; x8508	Fall 2011	Recording equipment in BE-127 moved to accommodate Mac Lab	Evaluation began Oct 2011. Electrical and HVAC conversion of three lecture rooms to computer labs began during spring break 2012.
Develop and implement approaches to improving student persistence and success	Dept. participating in peer mentoring discussion	Jim Makofske, CIT/DS Faculty. Jim.makofske@fresnocitycollege.edu ; x8474	Fall 2011	Participate in new peer mentoring program	Pilot Student tutor/mentor program was launched in Spring 2012 for Accounting students. The pilot has been expanded to include CIT.
DSP&S Improve physical access for disabled students.	DSP&S will centralize core services for disabled students in an accessible location DSP&S will move core support services into the former administration building	DSP&S Director-Dr. Janice Emerzian, x8732	Sept 2011 preparation for move December 2011 DSP&S will relocate into former administration building	All appropriate DSP&S services successfully moved into administration building. Physical access for students with disabilities significantly improved Students evaluate move as positive -Students evaluate access as positive	

Goal 3: FCC will provide broad access to programs and services.

Objective 3.3: The college will improve access to student support services.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
DSP&S Improve program access to support services and accommodations for students with disabilities.	Counselor evaluation of students for accommodations Counselors administer Likert style evaluation measuring student's satisfaction	DSP&S Counselors, x8237	-October 2011, Counselor evaluations -May 2012, Student self-evaluation	Survey completed. 20% improvement rate for students receiving support services	
DSP&S Improve Counselor appointment process to reduce long lines and waits.	-DSP&S will consult with FCC Counseling and EOPS regarding best procedures -Counselors will agree on new procedures -DSP&S office staff will implement new appointment procedures	DSP&S Counselors, DSP&S office staff, x8237	November 2011, survey will occur February 2012, new appointment procedures will be established	Survey completed and results shared New procedures Students gain access to services and counseling appointments-20% shorter time	

Goal 3: FCC will provide broad access to programs and services.

Objective 3.3: The college will improve access to student support services.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
<p>DSP&S Students will understand what accommodations they are eligible for and know the steps they need to follow to access those accommodations.</p>	<p>-Students have initial intake and explanation of accommodations by Ed Advisor -Students follow up with counselor to confirm implementation of accommodations</p>	<p>Pam Tibbet, x8783 DSP&S Counselors, x8237</p>	<p>October 2011 -February 2012</p>	<p>May and June survey will be conducted measuring the students' understanding and utilization of their accommodations Student will participate in a self-evaluation process utilizing a Likert scale measuring their level of understanding their accommodations and steps involved</p>	
<p>DSP&S Students will fully participate in priority registration.</p>	<p>-Priority Registration will be emailed and hard-copy mailed to every eligible DSP&S student -Students will receive priority registration notification electronically and US Mail -Students will utilize priority registration</p>	<p>DSP&S: Choua Vang, x8314 Admissions & Records, x8657</p>	<p>October 2011 March 2012</p>	<p>90% students determined to be eligible for priority registration will participate</p>	

Goal 3: FCC will provide broad access to programs and services.

Objective 3.3: The college will improve access to student support services.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Financial Aid Office Monitor the content of the Financial Aid Department website to ensure that it is current and accurate.	Create a team that will check the website bi-weekly to ensure that students are receiving accurate and up to date information when they access the department webpage.	Otha Lewis otha.lewis@fresnocitycollege.edu x8218	July 2011- June 2012	No reports of inaccurate information on the Financial Aid Office website	
Health Service Nurses and Dietician will establish a schedule of workshops on topics of interest gathered from student surveys, and ACHA-NCHA national survey data.	1. Informal, periodic “Topics of Interest” surveys will be conducted by Health Service. 2. Stephanie Annett, Mary Smith, Brian Olowude & College Activities will collaborate on topics of interest for students 3. A schedule of workshop offerings will be posted on the Health Service Webpage and via campus email	Jennifer Brennan, MSN Coordinator Health Services Mary Smith, FNP College Nurse Stephanie Annett, Registered Dietician, 442-8268 Dr. Brian Olowude 265-5720	Workshops for Fall will be scheduled by August 31, 2011 Workshops for Spring will be scheduled by January 31, 2012	Two workshops will be scheduled for Fall 2011, & two workshops will be scheduled Spring 2012.	

Goal 3: FCC will provide broad access to programs and services.

Objective 3.3: The college will improve access to student support services.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Health Service will experience an increase in the number of pre-matriculating Health Science students.	1. Mary Smith and Jennifer Brennan will meet with Health Science division managers to update them on available services. 2. Jennifer Brennan will update the Health Service website	Jennifer Brennan, MSN Coordinator Health Services jennifer.brennan@fresnocitycollege.edu Mary Smith FNP College Nurse mary.smith@fresnocitycollege.edu 442-8268	Meetings with Health Science division managers will take place July 2011 and April 2012	The number of Health Science majors utilizing Health Service for pre-matriculation immunization and record review will increase by 25%	
Provide mentorship opportunities for students in the paralegal program	Establish program participation criteria recruit mentors	Paralegal/Real Estate Dept. Chair, Brian McCully. brian.mccully@fresnocitycollege.edu ; x8485	End of 2011-2012 school year	Establishing a mentorship program	Planned
Facilitate communication between students and program/FCC Student Paralegal Association	Publish and distribute periodic “On Point” newsletters to paralegal students and maintain FCC SPA website	Paralegal/Real Estate Dept. Chair, Brian McCully. brian.mccully@fresnocitycollege.edu ; x8485	End of 2011-2012 school year	Publish “On Point” newsletters and maintain FCC-SPA website	First newsletter for current school year distributed in October 2011 and www.fccspa.net updated during first nine weeks of semester

Goal 3: FCC will provide broad access to programs and services.

Objective 3.3: The college will improve access to student support services.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
<p>Transfer Center Upon choosing to follow the FCC TC Twitter and Facebook social media pages students will obtain current and immediate university and college transfer information in a medium widely used by college students today.</p>	<p>At the conclusion of each transfer counseling session students will be directed to the TC social media pages and encouraged to follow the updates. The social media icons and web addresses will be incorporated into the Transfer Center literature and signage.</p>	<p>Counseling Department: Transfer Center Michael Rodriguez michael.rodriguez@fresnocitycollege.edu <u>u</u> x8059</p>	<p>Spring 2012</p>	<p>The social media Twitter and Facebook followers will be surveyed via said medium regarding the receipt of current transfer information and their preferred method of communication. The TC will tally the survey replies in reference to the number of followers from each site generating a percentage of success.</p>	

Goal 3: FCC will provide broad access to programs and services.

Objective 3.3: The college will improve access to student support services.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Vice President of Student Services Office College administrators, faculty, staff, and students will have easier access to student discipline, student grievance, and harassment/discrimination forms.	Student discipline, student grievance, and harassment and discrimination forms will be posted on the Vice President Student Services (VPSS) Web Site. Campus departments and programs will be contacted and encouraged to download forms as needed. On the VPSS website, members of the campus community will be encouraged to download forms as needed.	Vice President of Student Services Office: Dr. Christopher Villa x8595	Fall 2011	VPSS office staff will monitor the number of electronic downloads for these forms. Beginning Spring semester 2012, at least 50% of forms requested will be electronic.	
CalWORKs will implement SARS to improve student access to services	Staff will receive training and will use SARS for scheduling and collecting data on student contacts.	CalWORKs Director, staff 442-8286	Fall 2011 for full use before priority reg in November		Goal update is being submitted through Student Services

Goal 3: FCC will provide broad access to programs and services.

Objective 3.3: The college will improve access to student support services.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Library and Student Learning Support Services will schedule Library, Tutorial, and Writing and Reading Center services to meet learner needs	Adjust hours of operation as needed to better meet learner needs Expand hours of operation to better meet needs of learners who need access to services at nontraditional times such as evenings and weekends	Dean James Tucker, james.tucker@fresnocitycollege.edu , X5709	Fall 2012	Gate counts and number of learners served	
Library and Student Learning Support Services will study its current utilization of space and project future needs	Recently acquired space in the Library will be repurposed and remodeled	Dean James Tucker, james.tucker@fresnocitycollege.edu , X5709 Library and Student Learning Support Services faculty and staff	Spring 2012	Increased efficiency of operations and enhanced service to learners	

Goal 4: FCC will be a cohesive and supportive environment for its administrators, faculty, staff, and students.

Objective 4.1: The college will complete a campus-wide communications plan designed to improve communication and collaboration among all constituencies in the campus community.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Develop a Communication Plan	Form a Communication Task Force	SPC	9/8/2011	Formation of taskforce	Completed
	Conduct a communication audit	Taskforce	10/25/2011	Completion of the audit	In progress
	Do SWOT analysis on the audit	Taskforce	11/1/2011	Completion of the SWOT	
	Progress report to SPC	Rick Santos	12/8/2011	Completion of report	
	Develop a draft of communication protocols	Taskforce	1/10/2012	Completion of a draft of protocols	
	Completed first draft Communication Plan	Taskforce	2/28/2012	Completion of draft	
	Constituent groups review and make recommendations to the first draft	Administration, Academic Senate, Classified Senate, Student Government	2/29/2012 to 3/30/ 2012	Revised Draft	
	Incorporate recommendations	Taskforce	4/10/2012	Revised Draft	
	Send Communication Plan to the SPC to review and to make recommendations	Taskforce	4/12/ 2012	Revised Draft	
	Send to District Board	Strategic Planning Council	5/1/ 2012	Approval of plan	
	Begin Implementation	College Administration	August 2012		

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Nursing Program will improve student perception of being treated professionally by faculty and office staff.	Develop a plan to improve professional interactions between faculty/students/office staff	Nursing Department faculty/administratio n/office staff	November 2011	Improvement of 20% in student perception of professional interactions as identified on Spring 2012 RN Program Student Survey’s specific questions.	The nursing staff will need to improve upon their professional interactions with the nursing students since an 8% increase was seen from SP 2011 to FA 2011.
	Implement Plan	Nursing Department faculty/administratio n/office staff	January 2012	The faculty had an 8% change, secretary 0%, and the administrators 2% increase was seen with the surveys for 2011.	Further work and development based upon our speaker Cynthia Clark, RN, Ph.D. who instructed on flex day regarding Incivility/Civility with nursing students and the nursing faculty.
	Reassess student perception of professional interactions using Department Student Survey	Nursing Department faculty/administratio n/ office staff	March 2012	Survey to be sent out early March 2012 for reassessment of the program.	Planned for review.
Develop and implement a communication plan	The Dean will develop a division-level communication plan that aligns with a campus-wide communication plan when available.	Tim Woods, Dean of Instruction. tim.woods@fresnocitycollege.edu ; x8616	Spring 2012	Division-level communication plan created and implemented	Planned Awaiting findings from campus and district-level communication/planning committees.

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Utilize information technology to enhance departmental communication	Accounting Department - Department Meeting Minutes on BlackBoard	Keith Mizner, Accounting Faculty. Keith.mizner@fresnocitycollege.edu ; x8754	Ongoing	The minutes are routinely posted	Ongoing
Utilize information technology to enhance departmental communication	Accounting Department - Advisory Meeting Minutes E-mailed to Participants	Ron Dustin, Accounting Dept. Chair. Ron.dustin@fresnocitycollege.edu ; x8501	Ongoing	The minutes are routinely e-mailed to participants within 7 days of the Advisory meetings	Ongoing
Utilize information technology to enhance departmental communication	The BA Department will post minutes of its Department Meetings on the Intranet	Robert Schmalle, Business Administration/Marketing Dept. Chair. Robert.schmalle@fresnocitycollege.edu ; x8489	Ongoing.	The minutes are posted	In progress
Utilize face-to-face meetings to facilitate departmental communication	Conduct CIT Dept. meetings each month	Dennis Mohle, Computer Information Technology/Decision Science Dept. Chair. dennis.mohle@fresnocitycollege.edu ; x8471	Ongoing	Did meeting occur?	Ongoing

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Utilize information technology to enhance departmental communication	Establish efficient email procedures to conduct department business	Dennis Mohle, Computer Information Technology/Decision Science Dept. Chair. dennis.mohle@fresnocitycollege.edu ; x8471	Ongoing	Less useless department email	Discussed in Oct 2011 dept. meeting
Utilize information technology to enhance departmental communication	Evaluate and improve Google Docs database and surveys for SLO data collection	Todd McLeod, CIT Faculty. Todd.mcleod@fresnocitycollege.edu x8479	Fall 2012	Is data available and more easily collected?	In progress

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Identify and evaluate existing partnerships	Input from focus groups and advisory committees Inventory current partnerships and identify gaps	Area Deans, college constituencies, advisory groups		% of input, % of change.	
DSP&S Improve partnerships with Central Valley Regional Center (CVRC) to serve students with developmental disabilities.	3 year grant will be written for funding of TILE through Central Valley Regional Center	DSP&S Director, Dr. Janice Emerzian TILE Instructor, Kathleen Moroney 442-8237	December 2011, Grant written May 2012, Grant funded	Successful Grant with CVRC. 25 students with developmental disabilities will be enrolled in CVRC funded TILE program for 3 years	
Employment Resource Center Provide opportunities for employers to meet students for the purpose of employment.	Coordinate and implement two on-campus job fairs	Employment Resource Center: Cindy Dunn cindy.dunn@fresnoitycollege.edu 442-8294	1. Fall,2011 (September 28, 2011) 2.Spring,2012 (date to be determined)	Number of students hired by employers at the job fairs. 30% of the students attending the job fair will be hired by employers that attend.	

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Employment Resource Center Strengthen ties with employers that offer paid or unpaid internships	<ol style="list-style-type: none"> 1. Contact local employers that ERC currently works with. 2. Contact other local companies that ERC does not have a strong relationship with. 3. Research internship programs offered statewide and nationally. 	Employment Resource Center: Cindy Dunn cindy.dunn@fresnocitycollege.edu 442-8294	August, 2011 – May, 2012	Increased number of internships offered to students. The Goal is to increase number of internships offered to students by 50%	
Community Perception/Participation	The Journalism program will continue work collaboratively with its Advisory Board.			The Journalism program will hold an annual advisory meeting. Their recommendations will be used in the assessment of the Journalism program.	The Journalism Advisory Board met November 4, 2011. Among topics discussed were program and course SLOs and repeatability, as well as a new transfer degree as per SB1440.

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Community Outreach	The FPCA Division will work with Fresno County EOC's Local Conservation Corps (LCC) in presenting lessons/demonstrations from our disciplines to their students.	FPCA/Division Office/Jothany Blackwood jothany.blackwood@fresnocitycollege.edu Ext. 5752	Spring 2012	Visits to LCC schools will be scheduled.	Currently communication with the EOC liaison is on hold due to internal restructuring at EOC. We are waiting to hear from them and remain open to the partnership.
SLO's, Program Outcomes	The Art faculty within the district meets for ongoing conversations about their program's growth, improving curriculum and SLO's.	FPCA/Fine Arts/Bob Kizziar bob.kizziar@fresnocitycollege.edu Ext. 8325	Fall 2011	Art faculty at FCC and Reedley meet annually to share their view of the direction of the art programs and to share ideas about teaching.	For the last four years, the FCC art department has arranged and met with our counterparts within the district every fall during flex day. We have done this to work on the goal or goals as stated in our program review. This is an ongoing process we plan to continue.

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Program Enrollment, Student Educational Goals	The Theatre department will continue outreach and partnerships with local high schools for the High School Drama Festival.	FPCA/Theatre/Janine Christl janine.christl@fresnocitycollege.edu Ext. 8041	April 11, 2012	This works as a recruitment tool by bridging our theatre program with feeder high schools and raising the visibility of our program for prospective students and offering scholarships.	The theatre arts department is on track for the festival and letters have been to valley high schools. We have digitized much of the paperwork associated with the festival. The theatre arts department is also beginning a new summer program in association with the Fresno County Office of Education called “Stages.” “Stages” targets underserved Fresno county high school students who are interested in performing arts. The new program begins July 2012.

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Student Satisfaction, Community Outreach	The Fresno City Guitar Society will continue its outreach program to Roosevelt and Hoover high schools in the Fresno Unified School District	FPCA/Music/Kevin Cooper kevin.cooper@fresnocitycollege.edu Ext. 8461	Spring 2012	Ensembles will perform for schools and businesses as well as inviting entities to the campus as in Choir Festivals, City Jazz Festival and various workshops.	The FCGS's fall 2011 semester achievements increased student achievement of FCC's beginning guitar students through a weekly peer-tutoring program. FCGS provided teaching experience and leadership opportunities to FCC's advanced guitar students through the same program. They also expanded their partnership with the SCCCCF by performing at various events, including the Chancellor's Circle dinner and the scholarship award ceremony.

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Community Outreach/Participation	The Music Department will continue outreach to local middle school and high school music programs through concert band, choir and guitar performances and workshops. The City Jazz Festival will be held on campus. Local music businesses (such as Spitzer’s Sound Stage, American Music, Bentley’s Drum Shop) are enlisted as sponsors. The non-profit community organization JazzFresno is also enlisted.	FPCA/Music/Larry Honda lorence.honda@fresnocitycollege.edu X8462	Fall 2011 Spring 2012	Visits to/from local schools will be scheduled. City Jazz Festival scheduled for March 2012	FCC choirs performed at festivals attended by local schools, particularly the CSU Fresno state festival. High School Choir festival was hosted by FCC. KIDmunity fall session consisted of music instruction to primary grade students in the local area.
Applied Technology Division Community/Industry needs and services	The Applied Technology Division will hold regular advisory committee meetings in every department. Community/industry needs and services will be discussed.	Applied Technology Department Chairs Program Leaders (559) 442-8273	Once or twice yearly.	Number of meetings attended	Advisory Committee minutes Proposals moving forward Title 5 changes Equipment requests

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Link with local automotive businesses	Attend Automotive Service Council monthly meetings	Tim Hunter x 5670	Fall 2011- Sp 2012	Number of meetings attended	Review/furtherance of Service Council’s recommendations for CTC’s automotive program Attended 23 meetings over the past two semesters

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Electrical Systems Technology Department to coordinate grant funded CTE training	Work with external constituent agencies to train in areas of electrical/Photovoltaic systems	Applied Technology/EST Program Dan Sousa, ext 8481 dan.sousa@fresnocitycollege.edu	2011-2012 school year	Program completion rate.	Two photovoltaic cohorts completed in summer 2011. Two cohorts to start Spring 12. This is a partnership with FCC AT & Training Institute. Participation in ongoing HUD cohort. First house remodel completed Fall 11. Second remodel to start Spring 12, waiting for MOU approval from all parties involved. Initiate partnership training with FCC Training Institute. Ammonia training for local employer to start in Feb/Mar 2012. Currently planning additional compliance training for local industry.

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Improve and support partnerships within the educational community.	State Center Consortium monthly meeting with area high schools to discuss 2+2 agreement and other areas of support	Applied Technology John Parks john.parks@fresnocitycollege.edu , ext. 8514	Scheduled meetings		Lubricant analysis workshop offered December 1 & 2 by the consortium and FCC to certify high school and college instructors Discuss 2+2 agreements Expand/modify agreements Discuss how we can improve feeder system Next meeting March 21, 2012
Maintain and build upon the relationship with the New Car Dealers Association on evaluation and improvement of our total Automotive Program	Network and display career information at the annual automotive show	AT Automotive Marty Kamimoto marty.kamimoto@fresnocitycollege.edu ext 8526	Attend annual (fall) automotive show representing FCC	Evidence of attendance	Expanded networking with new car dealers Attend Central CA Auto Show on 11/18 & 11/19/2011

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Continue to work with General Motors to maintain our outstanding manufacturers program	Quarterly site visitations Monthly teleconference; fall Western Region meeting; spring national meeting	AT Automotive Marty Kamimoto marty.kamimoto@fresnocitycollege.edu ext 8526	2011-2012 school year	Number of visitations, conferences & meetings attended	Program responds to changes in technology and labor market needs Attend spring & fall 2011 AUTOT 19 GM Dealer/AC Delco TSS visitations Western Region GMASEP Meeting & GM STC Training at GMTC Burbank, CA May 2011 IAGMASEP 2011 National Conference Sterling Heights, MI October 2011
Automotive Service Council Chapter 25 (Fresno-Clovis Independent Garage Owners)	Attend monthly Automotive Service Council meetings	Stephen.rosendale@fresnocitycollege.edu ext 8477	Fall 2011 Spring 2012	Number of meetings attended	Maintain and improve the relationship between the association members and the FCC automotive technology program. Renewed membership and attended all meetings since October 2011.

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
<p>Work with New Car Dealers Association on evaluation and improvement of our total Automotive Program.</p> <p>Continue to work with General Motors to maintain our outstanding manufacturers program.</p>		<p>Applied Technology Automotive Marty Kamimoto martin.kamimoto@resnocitycollege.edu , ext. 8526 Stephen Rosendale Stephen.rosendale@fresnocitycollege.edu u, ext. 8477</p> <p>Applied Technology Automotive Marty Kamimoto martin.kamimoto@resnocitycollege.edu , ext. 8526 Stephen Rosendale Stephen.rosendale@fresnocitycollege.edu u, ext. 8477</p>			

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The Training Institute will apply for 4 external grants.	Research Federal, State and Foundation resources in collaboration with the District Grants Office	Training Institute Charles Francis 5599-324-6461 Paula Cuesy 559-324-6430 Rob Weil 559-324-6418	Apply for 2 grants by January 15, 2012 and 2 grants by June 15, 2012	Submission of 4 grant applications	Submitted 1 grant proposal for the Susan Harwood Safety Training grant Partnered with the Fresno Workforce Investment Board on their Workforce Innovation Fund grant application
Identify and evaluate existing partnerships	Explore partnerships with organizations which support children with special needs	Child Development Faculty	Fall 2011-Spring 2012	Partnerships entered into which allow FCC CD students to do practicum work at sites	Currently collaborating with CitiKids, Lori Ann Infant Center, KCKids.
Develop internship program in Political Science	1. Investigate how other cc's grant credit for internships 2. add internship class to PS offerings	1. Trezza 2. POLSCI faculty	1. Fall 2011 2. Spring 2012	Internships set up for PS students	Conference call with Los Rios Community College District Work Experience Internship Coordinator F 11. POLSCI dept continues to discuss options and desire to pursue or not.

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Establish and maintain relationships with local schools, educational agencies, and the community which promote and benefit programs and students within the division	Meet with educational leaders to facilitate academic partnerships that will support student success, retention, and completion	Dean of Instruction, Tim Woods. tim.woods@fresnocitycollege.edu ; x8616	Ongoing	The establishment clear, articulated career and academic pathways	The Division is working with CSU Fresno to define a TMC SB 1440 degree in Business Administration. Faculty are currently discussing curricular needs and direction.
Expand and preserve the division’s relationship with key industry partners	Accounting Department - Expansion of Advisory Committee	Ron Dustin, Accounting Dept. Chair. Ron.dustin@fresnocitycollege.edu ; x8501 Keith.mizner@fresnocitycollege.edu ; x8754	Spring 2012	Increased Advisory Committee participants	In progress

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Establish and maintain relationships with local schools, educational agencies, and the community which promote and benefit programs and students within the division	The BA Department will continue its entrepreneurial partnership with the Lyles Center at CSU	Marianne Dunklin, BA/MKT Faculty. marianne.dunklin@fresnocitycollege.edu ; x. 8490	Ongoing	Improve on existing relationship	<p>On March 15th, the Business Division hosted its 2nd annual High School, Entrepreneurship conference which provided 1000 HS student from across the valley access to seminars and keynotes from recognized national and local entrepreneurs.</p> <p>The Division has also been active in working with FCC Math, Science, and Engineering, SCCC, and CSU Fresno to develop a Title V grant proposal that would allow for Engineering students exposure to entrepreneurial and small business concepts, internships, and mentorship.</p>

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Establish and maintain relationships with local schools, educational agencies, and the community which promote and benefit programs and students within the division	The BA Department will continue its entrepreneurial partnership with other community colleges	Marianne Dunklin, BA/MKT Faculty. marianne.dunklin@fresnocitycollege.edu ; x. 8490	Ongoing	Improve on existing relationship	In progress
Establish and maintain relationships with local schools, educational agencies, and the community which promote and benefit programs and students within the division	The BA Department will continue its involvement with a World-wide program Marianne Dunklin founded called Brit/Ca	Marianne Dunklin, BA/MKT Faculty. marianne.dunklin@fresnocitycollege.edu ; x. 8490	Ongoing	Improve on existing relationship	Scheduled. Dr. Dunklin obtained a \$15,000 mini-grant to develop a new 2 unit course revolving around the product development life cycle. Work will also include the development of a low-unit certificate that integrates entrepreneurship with Applied Technology programs.
Expand and preserve the division’s relationship with key industry partners	BA Department will continue involvement with the local business boards of Interlink International (Bill Syvertsen) and C.V.B.I (Marianne Dunklin).	Marianne Dunklin, BA/MKT Faculty. marianne.dunklin@fresnocitycollege.edu ; x. 8490. Bill Syvertsen william.syvertsen@fresnocitycollege.edu ; x 8524	Ongoing	Improve on existing relationship	Scheduled

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Establish and maintain relationships with local schools, educational agencies, and the community which promote and benefit programs and students within the division	Partner with Economic Opportunities Commission (EOC) Youth Build Charter School	Rebecca Nelson, Business & Technology Dept. Chair. Rebecca.nelson@fresnocitycollege.edu ; x7-2388	Ongoing	Improve on existing relationship	Ongoing
Expand and preserve the division's relationship with key industry partners	CIT Department Advisory committee meeting to receive information about trends and changes in technical employment hiring standards	Dennis Mohle, Computer Information Technology/Decision Science Dept. Chair. dennis.mohle@fresnocitycollege.edu ; x8471	April 2012	Expand the committee for additional input	Scheduled
Establish and maintain relationships with local schools, educational agencies, and the community which promote and benefit programs and students within the division	CIT Dept. - Educational Outreach (CSU Fresno)	Bonnie Smith, CIT/DS Faculty. bonnie.smith@fresnocitycollege.edu x8303	Ongoing	Improve existing partnerships and build new educational partnerships	Field trip with CSU Fresno students to Oracle Open World, Oct 2011. Planning RSA field trip with CSU Spring 2012

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Expand and preserve the division’s relationship with key industry partners	CIT Dept. - Business Outreach (Apple, Google)	Robert Devoe- Peterson, CIT/DS Faculty. Robert.Devoe-Peterson@fresnocitycollege.edu ; x8025 Marc Forestiere, CIT/DS Faculty. marc.forestiere@fresnocitycollege.edu ; x8475 Rio Waller Rio.waller@fresnocitycollege.edu x8508	Ongoing	Increase the frequency of communication between CIT and current businesses as well as build new partnerships	In Progress
Establish and maintain relationships with local schools, educational agencies, and the community which promote and benefit programs and students within the division	The CIT department is pursuing having high school articulation (2+2)	Dennis Mohle, Computer Information Technology/Decision Science Dept. Chair. dennis.mohle@fresnocitycollege.edu ; x8471	Meet with Amanda Hopkins’ office (Bill Schultz) Fall 2011.	At least 1 local high schools will articulate at least 1 class with CIT classes	CIT department has been working with the State Center Consortium to discuss key articulations. Faculty met at the Clovis center to discuss potential courses and curriculum alignment needs. This activity is in progress.

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Promote events that increase student awareness of programs and opportunities to enhance their educational experience	CIT Dept. - Student Outreach	Rio Waller, CIT/DS Faculty. Rio.waller@fresnocitycollege.edu x8508	Ongoing	Increase student participation in CITzer0 club. Build new community partnerships	The CITzer0 club hosted two campus-wide screenings for the documentary, Connected.. The club also organized a panel of faculty and social media experts to discuss social issues created by a highly-connected society.
Establish additional internship opportunities in local law offices for paralegal students	Contact local law offices, provide internship information, and establish ongoing internship placements	Paralegal/Real Estate Dept. Chair, Brian McCully. brian.mccully@fresnocitycollege.edu ; x8485	End of 2011-2012 school year	Establishing the additional internship opportunities	Ongoing
Provide increased continued education opportunities to local practicing paralegals, including FCC alumni, as well as our current paralegal students	Conduct two (2) continuing education activities in collaboration with local paralegal associations	Paralegal/Real Estate Dept. Chair, Brian McCully. brian.mccully@fresnocitycollege.edu ; x8485	End of 2011-2012 school year	Conducting the continuing education sessions	Ongoing One such event presently scheduled for 10/22/11
Provide increased networking opportunities for paralegal students in the local legal community and maintain contact with program graduates	Establish an alumni association consisting of program graduates	Paralegal/Real Estate Dept. Chair, Brian McCully. brian.mccully@fresnocitycollege.edu ; x8485	End of 2011-2012 school year	Establishing the alumni association	Ongoing

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Identify and evaluate existing partnerships	Continuing student rotations through the following: Advanced Medical Imaging, Central California Imaging Center, Central Valley General Hospital, Children’s Hospital of Central CA, Community Medical Center – Clovis, Community Medical Center – Fresno, Fresno Heart and Surgical Hospital, Fresno Imaging Center, Hanford Community Medical Center, Kaiser Permanente Medical Center, Kaweah Delta District Hospital, Saint Agnes Medical Center, Selma Community Hospital , Sequoia Imaging Center, Sierra Imaging Associates, Sierra Kings District Hospital, Sierra Pacific Orthopedic Center, Spine and Orthopedic Medical Center, Three Doctors Clinic, Tulare District Hospital and Veterans Administration Hospital.	Radiologic Technology Program Director Joseph.Shultz@FresnoCityCollege.edu (559) 244-2618 Radiologic Technology Director of Clinical Instruction Scott.Oaks@FresnoCityCollege.edu (559) 244-2652	FA 11- SP 12	Successful completion of student clinical rotations as assigned. Continuous feedback from the programs “communities of interest” has been positive and is documented by Advisory Board Meeting Minutes and by “Survey Monkey” surveys.	Successful implementation of the programs “e-mail network” has provided all program affiliates with the means to communicate with the program as well as each other. Implementation of new Digital Radiography equipment has enabled the program to provide the students with the most up-to-date educational experience and aligns itself with what is encountered in the clinical facilities.

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	Faculty continues to host Advisory Board Meetings twice a year to maintain strong relationships with all program clinical affiliates. Thoughts and ideas and are shared at these meetings to provide for continuous program improvement. Students worked with several outreach programs as well as participation in blood drives and the campus wide yearly Showcase.				

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Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Identify and evaluate existing partnerships	<p>Maintaining current clinical site relationships and development of new rotations.</p> <p>Current relationships include: Children’s Hospital, Community Regional Medical Center, Kaiser Permanente, St. Agnes, and Veteran’s Hospital.</p> <p>New relationships include: Madera Community Hospital, Mercy Merced Medical Center, and Children’s Clinic.</p>	<p>Respiratory Care Practitioner Program Director Diana Day diana.day@fresnocitycollege.edu (559) 244-2631</p>	FA 11-SP 12	<p>Successful completion of student clinical rotations as assigned.</p> <p>Advisory meeting discussions and annual CoARC evaluations of respiratory care program by department managers.</p>	<p>Increasing the number of clinical sites has decreased the number of students at each facility which allows the opportunity for improved preceptor instructor.</p> <p>The new clinical sites also expose the students to a variety of patient care techniques and environments.</p>

Goal 5: FCC will partner with educational, business, and other local community organizations.

Objective 5.1: The college will improve existing partnerships with educational, business, and local community organizations.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
<p>Evaluate existing partnerships with healthcare organizations where students are placed for professional practice experience (PPE).</p>	<p>The HIT Program places students in healthcare organizations for a semester of PPE. These organizations include: Children’s Hospital of Central California, Community Medical Center – Clovis, Community Medical Center – Fresno, Fresno Heart and Surgical Hospital, Hanford Community Medical Center, Kaiser Permanente Medical Center, Kaweah Delta District Hospital, Saint Agnes Medical Center, Sierra Kings District Hospital, and Veterans Administration Hospital.</p> <p>The HIT Program hosts Advisory Board Meetings twice a year to maintain strong relationships with the health information management community. Thoughts and ideas are shared at these meetings to provide for continuous program improvement.</p>	<p>Sarah Edwards, HIT Program instructor, sarah.edwards@fresnocitycollege.edu, (559) 244-2641</p>	<p>Fall 2011 – Spring 2012</p>	<p>Successful completion of student PPEs are measured through student and site evaluations. Scores are based on a range of 1 (does not meet standard) to 5 (exceeds standard). Success is a score of 3 or higher.</p> <p>Continuous feedback from the HIT Program’s “communities of interest” has been positive and is documented by Advisory Board Meeting Minutes and by student and site evaluations.</p>	<p>PPE site coordinators will discuss PPE evaluations with students at the end of the semester. Site evaluations will be discussed with PPE site coordinators and the PPE instructor. The program maintains good communication with site coordinators through phone calls and e-mails.</p> <p>Many of the PPE site coordinators are also members of the HIT Program Advisory Committee which provides stability and continuity in placing students and providing consistent training toward the HIT competencies.</p> <p>The HIT Program will also provide simulated PPE through the AHIMA Virtual Lab which helps maintain consistent training when healthcare facilities have difficulty in arranging hours for PPE.</p>

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Objective 5.1: The college will improve existing partnerships with educational, business, and local community organizations.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Identify and evaluate existing partnerships	<p>Continuing student rotations through the following clinical sites: Madera Community Hospital Clinic, Kaiser Permanente Medical Center, Central California Ear, Nose and Throat Medical Center, Spine and Ortho Medical Center, Holy Cross Clinic, Valley Family Medical Clinic, Bautista Medical Clinic, Fresno Women’s Medical Group, Community Partners Urgent Care Center, Urology Associates of Central California, Clinton Medical Clinic, Mar Monte Planned Parenthood, and Sleep Quest Clinic. Faculty continues to host Advisory Board Meetings twice a year to maintain strong relationships with all program clinical affiliates. Suggestions and advice are shared and welcomed at these meetings to provide for continuous program improvement. Students volunteer and participate in community and campus events: Health Fairs, Surgery Center Open house and Blood Pressure clinics.</p>	<p>Medical Assisting-Clinician Program Director Mary Jane McClain@FresnoCityCollege.edu (559) 244-2643</p> <p>Connie Mollo, MPH, MT (ASCP) SBB, CLS Carri Young, RN, MSN, PHN, CIC June Ayerza, RDH Joan Dalgety, BS. CMT Medical Assisting-Clinician Program Faculty (559) 244-2604</p>	FA 11-SP 12	<p>Successful completion of student clinical rotations as assigned.</p> <p>Continuous feedback from the programs “communities of interest” has been positive and is documented by Advisory Board Meeting and hiring of medical assisting program students.</p>	<p>Implementation of Self-Assess-ment Analysis Project: Safe Care Paper- which includes safety in infection control, body mechanics, fire, evacuation, and hazardous materials and patient safety especially falls. This program project enables and provides the students with self-analysis of required technique and skills encountered in the clinical facilities.</p>

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Objective 5.1: The college will improve existing partnerships with educational, business, and local community organizations.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Identify and evaluate existing partnerships	<p>Continuing student rotations through the following clinical sites: Community Regional Medical Center, Clovis, Community Hospital, Children’s Hospital of Central California, Madera Community Hospital, Kaiser Permanente Medical Center, Kaweah Delta District Hospital, Saint Agnes Medical Center, Selma Community Hospital, Summit Surgical Center, Central California Ear, Nose and Throat Medical Center, Urology Associates of Central California, Fresno Surgical Hospital, Veterans Administration Hospital, University Medical Center of Merced, and Tulare District Hospital. Faculty continues to host Advisory Board Meetings twice a year to maintain strong relationships with all program clinical affiliates. Suggestions and advice are shared and welcomed at these meetings to provide for continuous program improvement. Students volunteer and participate in community events: Surgery Center Open house and blood pressure clinics.</p>	<p>Surgical Technology Program Director MaryJane.McClain@FresnoCityCollege.edu (559) 244-2643</p> <p>Mimi Nguyen, CST, BS and Kathleen Reid, RN, RNFA, CNOR Surgical Technology Program Faculty (559) 244-2604</p>	FA 11-SP 12	<p>Successful completion of student clinical rotations as assigned.</p> <p>Continuous feedback from the programs “communities of interest” has been positive and is documented by Advisory Board Meeting and hiring of surgical technology students.</p>	Implementation of video-taping equipment and Laparoscopic instrument Trainer has enabled the program to provide the students with self-analysis of required technique skills and current training trends that are encountered in the clinical facilities.

Goal 6: FCC will collaborate with SCCCD to create strategic alignments.

Objective 6.2: The college will work with SCCCD to develop a resource allocation model.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Participate on the district wide Resource Allocation Task Force	Appoint constituent members	Constituent Groups	Spring 2011	Members appointed	Committee is currently meeting every other week
	Have committee members update constituent groups	Task force members	Fall 2011- Spring 2012	Presentations/updates included on constituent group meeting agendas and minutes	Currently information available on district webpage
	Campus input to plan	Constituent Groups	Spring 2012-Fall 2013		
	Implement plan	President, Vice Presidents, constituent groups	Spring 2013	Use model in budget development	
Develop and implement a division-level resource model	The Dean will develop a division-level resource model that aligns with a District-level resource model when available.	Tim Woods, Dean of Instruction. tim.woods@fresnocitycollege.edu ; x8616	Spring 2012	Division-level resource model created and implemented	In progress. Purchasing and resource allocation at the division-level has been aligned with program review goals and objectives.
Protect the quality of division operations, while closely monitoring spending	The BA Department will develop class selections and faculty assignments that achieve the 525 “Magic Ratio”	Robert Schmalle, Business Administration/Marketing Dept. Chair. Robert.schmalle@fresnocitycollege.edu ; x8489	Fall 2012	The BA Department achieves the 525 ratio	Ongoing proposals are being made to the Dean of the division

Goal 6: FCC will collaborate with SCCCD to create strategic alignments.

Objective 6.2: The college will work with SCCCD to develop a resource allocation model.

Protect the quality of division operations, while closely monitoring spending	CIT Dept. will prioritize “wish list” for new instructional equipment	Dennis Mohle, Computer Information Technology/Decision Science Dept. Chair. dennis.mohle@fresno-citycollege.edu ; x8471	Nov 2011	List submitted to Dean of BE by deadline	Dept. members submitting requests for instructional equipment to dept. chair
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Goal 6: FCC will collaborate with SCCCD to create strategic alignments.

Objective 6.3: The college will actively collaborate with SCCCD to create a district-wide plan designed to improve open communication and trust.

Unit Priority	Activities	Responsibility Area/unit/individual – include email and phone #	Timeline	Success Measures/ Assessment	Progress/Improvement
Develop a Communication Plan with consideration of District plans and objectives	Form a communication task force to draft the plan	Strategic Planning Council	Implement plan by Fall 2012		
Participate in the District’s Strategic Planning Process	Identify Participants for district wide committee	Constituent Groups	Spring 2012		
Seek innovative methods to improve Departmental communication	Dept. Retreat Committee created	Marc Forestiere, CIT/DS Faculty. marc.forestiere@fresnocitycollege.edu ; x8475	Spring 2012	Submit retreat plan/request to Dean of BE by end of term SP 12	In progress