

**North Orange County Community College District**

*School of Continuing Education*

**Strategic Plan 2010 - 2011**



## **Mission Statement**

To promote student success by providing quality lifelong learning opportunities and services that anticipate and serve the diverse needs of individuals, business, and the community.

## **Vision Statement**

The School of Continuing Education is the first choice for lifelong learning. Our diverse population recognizes us for accessibility to quality programs and services. We are known for our focus on positive student outcomes in educational and career advancement, business development and training, and personal growth for all ages.

## **Institutional Student Learning Outcomes**

As a result of enrolling in and completing a School of Continuing Education course, group of courses, or entire certificate program, students can be expected to demonstrate the following:

- Empowerment to be life-long learners. Students can demonstrate the confidence and courage to learn how to learn, as well as appropriate research, study, inquiry, and goal-setting skills.
- The ability to function effectively within their community. Students demonstrate appropriate effective interpersonal communication, critical thinking and problem solving skills, as well as an understanding of the value of diversity.

*Focus Area I: Innovation and Relevancy for All Learners*

**SCE Goal 1 – Instructional Programs**

**Instructional programs provide the necessary basic skills training, current and relevant vocational skills, successful transfer preparation, and life-long learning options to meet the needs of our students and community.**

**WASC Standard IV: Educational Programs**

**The institution offers high-quality educational programs in recognized and emerging fields of study that culminate in identified student outcomes leading to certificates, licensure, or other indicators of program completion. Educational programs are systematically assessed in order to assure currency, improve teaching and learning strategies, and achieve stated student learning outcomes. The provisions of this standard are broadly applicable to all instructional activities offered by the institution.**

<b>Goal</b>	<b>Outcome/Measure</b>	<b>Responsible Staff</b>
Institutionalize the ACCT program and expand to all high school and CTE students		Matriculation Manager, Basic Skills Manager
Provide additional staff development resources to adjunct faculty particularly in the area of SLO.		Basic Skills Manager Staff Development Special Projects Staff
Explore new instructional delivery systems and sites including but not limited to distance education.		Program Managers, Academic Computing Director
Augment the HSD program with reading classes and elective computer classes.		Basic Skills Manager
Review and provide content validation for all existing prerequisites and review the need for additional ones.	In process, the content review validation process has been developed in SCE Curricunet and approved by the SCE Curriculum Committee.	Program Managers, Research office
Begin the design and implementation of SLOs.	In process, SLO Handbook has been written and faculty training has been held. Pilot faculty team has selected courses and programs for SLO implementation. Two CTE faculty volunteered to participated in pilot 2010/11.	Staff Development, Instruction Office
Enhance articulation between SCE academic programs.		Program Managers

*Focus Area I: Innovation and Relevancy for All Learners*

**SCE Goal 1 – Instructional Programs**

**Instructional programs provide the necessary basic skills training, current and relevant vocational skills, successful transfer preparation, and life-long learning options to meet the needs of our students and community.**

**WASC Standard IV: Educational Programs**

**The institution offers high-quality educational programs in recognized and emerging fields of study that culminate in identified student outcomes leading to certificates, licensure, or other indicators of program completion. Educational programs are systematically assessed in order to assure currency, improve teaching and learning strategies, and achieve stated student learning outcomes. The provisions of this standard are broadly applicable to all instructional activities offered by the institution.**

Refine the referral process to the Learning Centers.	Identified groups of students needing basic skills assessment; determined types of assessments and prescriptive reports. Matriculation and CTE have been collaborating with the Basic Skills program to implement the Early Alert program.	Basic Skills Manager CTE Manager Matriculation Manager
Develop appropriate noncredit progress indicators and participate in State Academic Senate pilot study.		Academic Senate Program Managers

## SCE Goal 2 – Student Services

The campuses provide the necessary student services to ensure learning success.

### Standard VI: Student Support Services

The institution recruits and admits diverse students who are able to benefit from its programs, consistent with its mission. Student support services address the identified needs of students and enhance a supportive learning environment. The entire student pathway through the institutional experience is characterized by a concern for student access, progress, learning, and success. The institution systematically assesses student support services using student learning outcomes, faculty and staff input, and other appropriate measures in order to improve the effectiveness of these services.

<b>Goal</b>	<b>Outcome/Measure</b>	<b>Responsible Staff</b>
Continue to emphasize transition activities in a variety of sites and media for incoming, current, and graduating students.		Program Managers
Develop an online assessment tool and explore online counseling.	Ongoing.	Matriculation Manager
Implement an early alert system.		Matriculation Manager, Tech Team
Provide emergency preparedness and crisis intervention planning and drills at each campus.		Deans
Integrate instruction and student services by creating additional student exposure to support services like counselors.		Matriculation Manager Program Managers

*Focus Area II – Intra-District and Community Collaboration*

**SCE Goal 3 – Mutual Understanding within the District**

**A mutual understanding of and appreciation for each other’s value and contribution exists among Cypress College, Fullerton College, the School of Continuing Education, and the District.**

**Standard II: Organizational Structure**

**The institution recognizes and utilizes the contributions of leadership throughout the organization for continuous improvement of the institution. The organizational structure and roles of governance are designed to facilitate decisions that support student learning programs and services and improve institutional effectiveness, while acknowledging the designated responsibilities of the governing board and the chief administrator.**

**Standard VII: Human Resources**

**The institution employs qualified personnel to support student learning programs and services wherever offered and by whatever means delivered, to ensure institutional effectiveness. Personnel are treated equitably, are evaluated regularly and systematically, and are provided opportunities for professional development. Consistent with its mission, the institution demonstrates its commitment to the significant educational role played by persons of diverse backgrounds by making positive efforts to encourage such diversity. Human resource planning is integrated with institutional planning.**

<b>Goal</b>	<b>Outcome/Measure</b>	<b>Responsible Staff</b>
Design, staff, and implement a staff development institute.		Staff Development Chair(s)
Support/sponsor structured collaborative activities (including committees) with job-alike, discipline specific or cross disciplinary staff from the three instructional entities.		Program Managers Staff Development Committee
Explore the feasibility of wireless technology.	A grant was written but not funded. Efforts are ongoing.	Tech Team, TDI Staff
Provide a complement of internal marketing events and activities.		PIO and Community Relations Team

**SCE Goal 4 – Community**  
**NOCCCD is a vital and integral part of the community.**

**Standard I: Institutional Mission, Purpose, and Objectives**

**The institution is designed for adult students and demonstrates strong commitment to a mission that emphasizes achievement of student learning in vocational and avocational endeavors, and to communicating the mission internally and externally. The institution uses analyses of quantitative and qualitative data and analysis in an ongoing and systematic cycle of evaluation, integrated planning, implementation, and re-evaluation to verify and improve the effectiveness by which the mission is accomplished.**

<b>Goal</b>	<b>Outcome/Measure</b>	<b>Responsible Staff</b>
Establish and publish a list of existing community partnerships.		Provost
Explore a new branding concept for SCE that more accurately describes our role in the community.		Provost's Cabinet
Create new opportunities for the community to interact with staff and students.		PIO

### SCE Goal 5 – Decision Making Process

Effective leadership and decision-making are based on an inclusive process that uses data, standards, law, policies, and procedures.

### Standard III: Evaluation and Planning

The institution demonstrates a conscious effort to produce and support student learning, measures that learning, evaluates how well learning is occurring, and plans for changes to improve student learning. The institution also organizes its key processes and allocates its resources to effectively support student learning. The institution demonstrates its effectiveness by providing 1) evidence of the achievement of student learning outcomes and 2) evidence of institution and program performance. The institution uses ongoing and systematic evaluation and planning to refine its key processes and improve student learning.

Goal	Outcome/Measure	Responsible Staff
Develop a process to improve MIS reporting.	Significant improvements have been made and are ongoing.	Registrar and Staff
Create resources for students to be able to review and track their academic progress.		Tech Team
Increase use of My Gateway.		Program Managers
Continue to enhance participatory governance opportunities for all constituencies, including students.		Provost's Cabinet
Create a comprehensive program review process.		DREAM Team
Develop a research agenda for SCE that identifies indicators of institutional effectiveness and also includes training for faculty and staff to access the data.		DREAM Team
Continue to develop technology to reduce manual processes.		DREAM Team Tech Team

*Focus Area III – Effective and Efficient Use of Resources*

**SCE Goal 6 – Revenue Generating Opportunities**  
District revenue generating opportunities are maximized.

**Standard IX: Financial Resources**

**Financial resources are sufficient to support student learning programs and services and to improve institutional effectiveness. The distribution of resources supports the development, maintenance, and enhancement of programs and services. The institution plans and manages its financial affairs with integrity and in a manner that ensures financial stability. The level of financial resources provides a reasonable expectation of both short-term and long-term financial solvency. Financial resources planning is integrated with institutional planning.**

<b>Goal</b>	<b>Outcome/Measure</b>	<b>Responsible Staff</b>
Further explore the potential for fee-based (community education) classes.		Provost's Staff Program Managers
Develop a payroll deduction plan for staff to support scholarships.	While the plan is technically feasible, its implementation will be delayed until the budget stabilizes.	Provost
Devote additional resources to grant generation.		Program Managers Budget Committee
Develop services for the public and private sector to generate revenue.		Program Managers TDI

**SCE Goal 7 – Facilities, Technology, Infrastructure**

**Through effective planning and using resources efficiently, the District/campuses provide facilities, equipment, technology, and infrastructure to adequately support instructional programs and services.**

**Standard VIII: Learning Resources**

**Learning resources for students are sufficient to support the institution’s educational programs and other activities in whatever format and wherever they are offered. Such services include library services and collections appropriate to the size and scope of the institution, its courses and programs. There are tutoring programs, learning centers, computer laboratories, and learning technology development and training. The institution provides access and training to students so that learning resources may be used effectively and efficiently. The institution systematically assesses these resources using student learning outcomes, faculty input, and other appropriate measures in order to improve the effectiveness of the resources.**

**Standard X: Physical Resources**

**Physical resources, which include facilities, equipment, land, and other assets, support student learning programs and services and improve institutional effectiveness. Physical resource planning is integrated with institutional planning.**

<b>Goal</b>	<b>Outcome/Measure</b>	<b>Responsible Staff</b>
Collaborate with the colleges to make the best use of classroom space, based on specific program needs.		Deans
Increase use of network printers.	Successfully initiated with significant savings. Ongoing.	Tech Team
Standardize classroom technology.	In progress.	Tech Team
Create low cost, more accessible textbooks and other information options for students (includes textbook rental.)		Program Managers Budget Officer
Evaluate staffing structure to make best use of available resources.		Provost’s Cabinet

**SCE Goal 8 – Marketing**

**Marketing/communications efforts are evaluated and refined on an ongoing basis to enhance effectiveness of outreach in enrollment management, business and industry partnerships, grant writing, and fund raising.**

**WASC Standards:**

None listed

<b>Goal</b>	<b>Outcome/Measure</b>	<b>Responsible Staff</b>
Prepare a WASC Awareness campaign for staff and students in preparation for the March 2011 accreditation visit.		PIO
Provide a website template for local program update capability.	Completion and re-launch of the website is projected for March 2011.	PIO, Tech Team
Develop community relationships for fundraising, job placement opportunities for students, and speakers to supplement classroom instruction.		Community Relations Team
Host showcases or open houses for business, schools, and the community in general.		Community Relations Committee