

Palomar College Institutional Review 2005-06

Executive Summary:

Vice President, Student Services

The Institutional Review, Data Collection Forms, submitted by Student Services managers for 2005, include the following departments and programs:

- **Office of the Vice President, Student Services**
- **Counseling Services**
 - Office of the Dean, Counseling & Matriculation for Counseling Services
 - Assessment / School Relations
 - Articulation
 - Career Services
 - Counseling (Instructional)
 - Counseling (Non Instructional)
 - Disability Resource Center
 - EOPS / CARE / CalWorks
 - Grant Funded Student Programs
 - Transfer Center
- **Athletics**
- **Enrollment Services**
 - Enrollment Services
 - Cashiering
 - Financial Aid & Scholarships Office (Instructional)
 - Financial Aid & Scholarships Office (Non Instructional)
 - International Education
 - Veterans' Services
- **Health Services**
- **Student Affairs**
 - Bookstore
 - Food Services
- **Police Department**

Each report has been prepared in alignment with the college's Strategic Plan and the Mission Statement of Student Services which is to provide comprehensive programs and services necessary for student success. The major goals, gathered from the reports, are included in the following Vice President's Executive Summary:

Office of the Vice President, Student Services:

- Assess the present workload involved in the coordination of the annual Commencement Ceremony to determine the changes needed in assigning responsibility for this event.
- Streamline the student employment process to assure centralization and efficiency for students.

Counseling Services:

- The Counseling Division needs additional space for staff, especially in front line areas.
- There is a need to increase the Transfer Center Director from 50% assigned time to 100% assigned time.
- Relief is needed for categorical programs from the District's unfunded retiree liability assessments.
- There is a need to increase counseling staff through the replacement of retirements and to reinstate positions previously unfilled.
- Computer equipment (including the Escondido Center) needs to be updated to maintain currency with technology needs.
- Assessment is needed to improve facilities to respond to student demand.
- Increased District funding is needed for the Palomar PEERS program to provide increased outreach and retention to high school students.

Disability Resource Center:

- Re-establish the permanent full-time position of Alternate Media Technician to assure that increased student demand is met.

EOPS / CARE / CalWorks:

- Utilize a Counseling 110 and a Basic Skills course during the summer to support student success in achieving their educational goals.
- Strengthen the relationship with the Financial Aid Office and require students to submit the FAFSA application to maximize their financial resources.
- Improve counselor scheduling for new student orientations.

Grant Funded Student Programs:

- Obtain adequate and appropriate office and student work space (including the Escondido Center).
- Write two (2) Talent Search Grants to be funded for 2006/2011.
- Write the renewal of the USED's North County Educational Opportunity Center (NCEOC) grant to be funded for 2006/2011.

Athletics:

- Replace contract faculty positions lost due to retirements and career decisions.
- Strive for compliance with Title IX requirements by adding three (3) new women's sports in a phase-in process.
- Improve instructional / athletic fields to reduce District liability (baseball fields, Dome).
- Renovate the existing football practice field with artificial turf to maximize students use and cost savings

for maintenance.

- Continue to work on processes and services to improve support for student athletes as they work toward degree completion and transfer.

Enrollment Services:

- Remodel the Admissions counter at the Escondido Center to better serve students and provide a safe environment for staff. The remodel will provide Admissions, Financial Aid and Cashiering services.
- Conduct regular training sessions, one (1) per semester, with the staff from the centers and San Marcos to ensure a better flow of information and understanding of college policies and procedures to reduce inaccurate information to students.
- Move Admissions storage documents to a new storage area at the Escondido Center to expand office space in San Marcos.
- Expand on-line fee payment processes for students.
- Establish one-stop cashiering services.
- Enhance the academic advising program through the use of technology.
- Examine the reorganization of Financial Aid to include Veterans Services.

Financial Aid & Scholarships:

- Implement an on-line scholarship application process.
- Reorganize and restructure functions for inclusion of Veterans Services.
- Streamline the scholarship application, selection and disbursement process.
- Obtain and utilize a document imaging system.
- Maintain adequate staffing levels.

International Education

- Increase the number of student Ed Plans.
- Increase the number of international students.

Veterans' Services

- Develop an on-line procedure manual and office time-line.
- Cross-train staff with Financial Aid staff to maximize the one-stop shop for students.
- Update the web page and develop certifications on-line.

Health Services:

- Increase the awareness of immunization requirements for students transferring to CSU and UC.
- Evaluate the new Health Fee procedures.
- Evaluate staffing levels to meet demand.
- Update Voice-Over-IP and on-line services.
- Evaluate AED programs.

- Evaluate the Smoking Policy.

Student Affairs:

- Increase the number and quality of student activities.
- Finalize the installation of the electronic sign for the Student Union building.
- Increase the sale of ID cards and activity stickers to increase revenue for student activities.
- Provide funds to reinstate the 45% Student Activities Assistant position.

Food Services and Bookstore:

- Increase the quality of customer service and efficiency of operation.

Police Department:

- Maintain adequate staffing levels to ensure safety and services.
- Enhance in-house training for improved customer services, officer safety and public relations.
- Assist the college to meet its institutional requirements for Clery Act compliance.
- Research the feasibility of upgrading the campus emergency blue phones.
- Work to integrate the Police Department into the college community and the collegial process to promote better understanding between the department and all factions of the college.

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