STRATEGIC INITIATIVE: ACCESS: *We are committed to providing opportunities for acquiring educational and support services.*

GOAL 1.1.: TO COORDINATE ACCESS EFFORTS FOR POTENTIAL STUDENTS.

DESIRED OUTCOME: Students will receive information about where and how to access services and resources that support their academic success.

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
1.1.1. By Fall 2012, the annual Campus Climate Survey will reflect a 2% increase per year or a 10% increase over 5 years in student satisfaction with access to resources and services.	33%	36%	No Survey Administered	58% Goal Reached	41%	• Provide Baseline and Trend data and establish baseline annually • Yearly Campus Climate Surveys	• An orientation packet needs to be distributed to all first time enrollees *College Council Summary:* Complete - Available to all online and in person. Mandatory Orientation in Fall 2011.

1.1.2. Access to Basic Skills courses	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
1.1.2. By Fall 2010, all basic skills classes will achieve and maintain a 90% fill rate.						• Use assessment data to predict and schedule course offerings related to assessment test outcomes	• Review and revise goal to allow for percentage of assessed students to have a class available at the appropriate level • Non-credit courses to get students up to college level functioning • Not enough classes, if they are all full, basic skills students are not afforded access
1.1.2.a. English	98%	99%	100%	102%	104%		
1.1.2.b. Reading	93%	94%	91%	96%	98%		*College Council Summary:* Referred to L. Buckley – Larry will pull together group to answer comments and investigate findings.
1.1.2.c. Math	75%	67%	80%	82%	95%		

GOAL 1.2.: TO INCREASE THE PERCENTAGE OF HIGH SCHOOL GRADUATING SENIORS WHO APPLY AND ENROLL AT SBVC.

DESIRED OUTCOME: SBVC will serve a higher percentage of current high school graduates from service area feeder schools

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
1.2.1. Until Spring 2012, SBVC will increase the enrollment of students from feeder high schools who enroll within one semester of graduating by 2% each year.

(Each year establishes a new baseline) | 23% | 24% | 22% | 22% | 24% | • Provide Baseline and Trend data and establish baseline annually
• Increase visibility to middle & high schools
• Expand marketing and recruitment efforts
• Survey HS students
• Provide training for HS counselors
• Hire SBVC counselors to work at the HS | • Increase organization of HS students/counselor visitation program, offer workshops & visits around education/career interest
• Need exposure of campus to public
• Incentives to get HS students
• Current state budget is/will have an impact on this goal

College Council Summary:

Referred to D. Bell and M. Cota – Spearhead activity and write summary of what has transpired and is in process. |

GOAL 1.3.: TO ENSURE THAT PROSPECTIVE AND ENROLLED STUDENTS HAVE ACCESS TO SUPPORT SERVICES

DESIRED OUTCOME: SBVC will provide integrated resources and services to students.

	BASELINE 09-10	10-11	11-12	ACTIVITIES	COMMENTS
1.3.1. By Fall 2012, there will be an annual increase of 5% of positive responses on the Campus Climate Survey question asking students whether they been informed about support services.	100%--Faculty indicate that they refer students No specific question for students for this year	30% students indicate that they are informed		• Provide Baseline and Trend data and establish baseline annually • Yearly Campus Climate surveys	• Reword question to "How were you, the student, personally informed?" • Communication needs to be effective on both ends of the exchange (foster better communication through staff/faculty training and continued interaction) • 4 point kiosk center • Mandatory orientation • Workshops needed to train faculty and staff in available services and each one's function

STRATEGIC INITIATIVE: CAMPUS CLIMATE & CULTURE: *We are committed to a safe, welcoming, culturally rich learning-centered environment.*

GOAL 2.1.: TO ENHANCE THE IMAGE OF THE COLLEGE.
DESIRED OUTCOME: SBVC will be recognized for its excellent reputation and as an inviting place to work and study.

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
2.1.1. By 2012, 80% of the stakeholders will indicate satisfaction with the safety, reputation and quality of educational programs and services.						• Provide Baseline and Trend data and establish baseline annually • Complete annual community survey Yearly Campus Climate Surveys	• More widely advertise security escorts at night • More security around campus • Provide campus safety workshops-in progress for faculty/students/staff • If our campus is the prettiest around, then the community will by "word of mouth" speak well of us • Explore disconnect between employees and students • Would like to see satisfaction broken down by departments Financial Aid; Library, Admission, Counseling etc. • Many comments re: phones not being answered-office very hard to reach a live person • Students gave a higher safety rating than staff
Managers (Reputation) Managers (Safety)	53% 77%	54% 64%	65% 53%	<u>74%</u> <u>80%</u>	<u>80%</u> <u>81%</u>		*College Council Summary:* Referred to J. Hansen 12/2/2011
Faculty (Reputation) Faculty (Safety)	79% 77%	80% 74%	*% 53%	<u>82%</u> <u>80%</u>	<u>83%</u> <u>81%</u>		Comments: The San Bernardino Community College District hired an Environmental Health & Safety Administrator at the beginning of the 2011/12 FY to assist both San Bernardino Valley College and Crafton Hills College with staff safety training and safety program compliance. These services augment those already provided by Keenan & Associates, a property loss consulting firm already providing services to the District. To date, in-person training on the following safety topics has been provided and the College shares in a 98% completion rate for all required safety training:
Classified (Reputation) Classified (Safety)	* 62.1%	* 69.5	56% 73.5%	80 77.5	<u>80</u> <u>81%</u>		

Students (Reputation) Students (Safety)	44% 79%	5% 81%	No Survey	76% 83%	80% 84%		• Heat Illness Prevention • Back Safety/Ladder Safety/Confined Space Entry • Electrical Safety/Arc Flash • Pesticide Safety/Tree trimming safety/Hearing Conservation • Lock-Out/Tag-Out • PPE/Hand Tool/Power Tool Safety In addition, a comprehensive Respiratory Protection training and respirator fit testing program is now being implemented. The College's IIPP has been recently reviewed by the SBVC Facility and Safety Committee and training is scheduled for later this year. In general, the number of staff injury and/or accident claims for the current FY has decreased from the prior year and serves as an indication that enhanced training efforts are effective. Significant efforts have also been invested in the elimination of hazardous waste materials throughout the campus. Old chemicals and potentially hazardous materials were surveyed, inventoried and removed from the Chemistry Department and other science programs when the new Physical Sciences Building was occupied in summer 2011. Similar hazardous material abatement work was also completed in the Technology Building. Staff and student laboratory safety measures have improved significantly with the new hazardous material storage cabinetry and fume hood exhaust systems found in the Physical Sciences Building. The level of exterior lighting has been increased significantly with each completed construction project. Additional lighting has been installed along College Drive and the Planetarium modular classrooms in response to student and staff concerns about deficient walkway lighting levels. Major efforts have also been invested in improving the overall appearance of the campus. Graffiti is removed as quickly as possible once it is reported and the exterior of the Liberal Arts and Technical Building were painted over the summer of 2011. Parking lots were restriped and curb faces repainted over the summer, as well. Approximately 30% of the daily parking pass vending machines were replaced prior to the start of the current academic year to improve service and reliability. Safety in the parking lots was also enhanced by the installation of 4 new wireless emergency telephones. A clean and well-cared-for environment projects safe surroundings. Extra efforts have been made to keep the campus grounds cleaner and better maintained. A major tree trimming project completed over the summer helped to improve campus aesthetics and the health of the campus "forest". During a recent wind storm, the number of dropped tree limbs was reduced significantly due to the tree maintenance program, helping to protect pedestrian traffic throughout the campus.

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
2.1.2. By Spring 2012, 80% of job developer contacts, advisory committees, and employers will indicate that SBVC is meeting their educational and/or vocational needs.				Interviews are being conducted with CalWorks job developers Surveys will be distributed to advisory groups		• Provide Baseline and Trend data and establish baseline annually • Complete annual community survey • Yearly Campus Climate Surveys	• The job developer position seems to be non-existent • We don't know enough about this to comment *College Council Summary:* Goal cannot be evaluated

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
2.1.3. By Spring 2012, 80% of the community will recognize that SBVC is the community college in their service area and that 65% of the community will be aware of the kinds of programs and services offered at the college.				Community Surveys will be conducted			• Advertise in high schools and middle schools. • More marques/signage • Bring students to campus • Promotion of our campus at the extended schools, Rialto, Redlands East Valley, Redlands, High Desert • Effective methods of marketing are necessary • More specific info on programs available needed in ads, especially Tech, bring back Super Saturday and have a presence at Route 66 • Make class schedules available at libraries *College Council Summary:* Goal cannot be evaluated

GOAL 2.2.: SBVC IS AN INSTITUTION THAT IS RESPECTFUL AND ACCEPTING OF STAFF AND STUDENT DIFFERENCES.

DESIRED OUTCOME: SBVC will have developed and implemented ongoing programs to maintain a high level of interaction with, and appreciation of SBVC's diverse populations.

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED			BASELINE 09-10	10-11	11-12	ACTIVITIES	COMMENTS
2.2.1. EACH YEAR OVER 60% OF FULL-TIME EMPLOYEES WILL PARTICIPATE IN AT LEAST ONE EVENT THAT FOCUSES ON DIVERSITY.						• Provide Baseline and Trend data and establish baseline annually • Annual Campus Climate Survey • Diversity Training and programming • No less than 2 campus-wide programs offered annually	• Improve visibility and ease of participating in diversity activities
Faculty			55%	54%	51%		
Managers			41%	86%	66%		*College Council Summary:*
Classified Staff			30%	69%	71%		Referred to J. Smith – Survey information

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
2.2.2. By Fall 2009, processes related to Program Review, and Curriculum will be streamlined.Surveys of committee members will indicate a 60% satisfaction rate by 2012.	42%	47%	52%	57%	63%	• Provide Baseline and Trend data and establish baseline annually • Annual Campus Climate Survey • Diversity Training and programming	• Will evaluate again this term • We feel program review is streamlined, but curriculum less so. • Should survey past committee membership-as well as current since committee assignments changed in 10/11, need perspective • Reevaluate process and continue to simplify-expedite curriculum review
Faculty							
Managers							

Staff							College Council Summary:
	N/A	N/A					Referred to A. Chatterjee and C. Huston – Write summary on streamlining and spearhead informal survey.

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
3.1.2. By Spring 2012, 75% of faculty and staff who respond on the annual survey will state the institutional budget is linked to planning and decision making.	34.3%	44.47%	51%	55%	49%	• Provide Baseline and Trend data and establish baseline annually • Survey results • Greater campus communication	• Continue to improve campus communication • More honest talk • Develop process so faculty are aware • Improve communication • Clarify phrasing; responses may reflect disagreement with budget decisions and be answer "no" to show their disagreement • Communication has greatly improved
Faculty	Combined survey	Combined survey	36%	32%			
Manager	Combined survey	Combined survey	45%	67%			
Staff	Combined survey	Combined survey	59%	58%			

STRATEGIC INITIATIVE: INSTITUTIONAL EFFECTIVENESS & RESOURCE MANAGEMENT: *We are committed to community involvement and dialog.*
BC=Budget committee, PR=Program Review Committee, CC=College Council
***Other areas where this should be covered are to be discussed in College Council.*

GOAL 3.1.: TO INTEGRATE BUDGET, PLANNING, AND DECISION-MAKING.

DESIRED OUTCOME: Budget and Planning processes are integrated, relating to the College's Mission and Strategic Goals.

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
3.1.3. By 2012, campus leadership and committee chairs will integrate the strategic planning initiative in the institutional decision- making process.	PD PR Self-Eval Year End Report	Complete See diagram				• Provide Baseline and Trend data and establish baseline annually • Survey • Mission and SPI • SPI forms used	• People feel as though this has been done • The process is in place, but implementation is not understood *College Council Summary:* Complete

	BASELINE	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
3.1.4. By Spring 2010, 80% of the campus constituents will report an increase of satisfaction with customer service						Survey	• Training in customer service is needed. Also better dissemination of info on changes so staff no longer gives out incorrect information. • Would like to see broken down by service area/dept.
Student	60%	62%	68%	83%	75%		
Faculty	46.8%	52.7	63%*	82%	72%		
Managers	*	*	48%	46%	68%		
Staff ***	*	*	N/A	51%*	71%		

STRATEGIC INITIATIVE: PARTNERSHIP: *We are committed to community involvement and dialog.*

GOAL 4.1.: TO FORGE AND SUPPORT DYNAMIC PARTNERSHIPS WITH OTHER ACADEMIC INSTITUTIONS, GOVERNMENTAL AGENCIES AND PRIVATE INDUSTRY.   DESIRED OUTCOME: SBVC has external partners and integrates these relationships into planning and program development.

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
4.1.1. By 2012, the number of partnerships integrated into our campus programs will increase by 15%.	76 This goal requires an increase of 3 additional partner-ships per year	79 +3	81 +2	84 +3	87 +3	• Identify partnerships currently in existence to establish baseline • Identify areas where we want to expand partnerships • Solicit new formal partnerships • Meet with partners to provide input for program develop-ment	• Valley Bound • Don't make partnering harder than it needs to be • Partnership with other educational institutions, businesses, and community organizations • Who are our partnerships? • Where is a list that we would know our partner base? • publicize partnerships • List partnerships on website, we would like to thank them as a community • Re-establish work experience programs, look to businesses

	BASELINE	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
4.2.1. By Fall 2009, a formal response structure for identifying the unmet industry needs of the community will be developed. Information will be disseminated to appropriate areas during the Fall 2010.	*	Comp See Ed Master Plan	Comp See Ed Master Plan	Complete	Complete	• Meet with partners and advisory boards • Review workforce and industry data • Survey business and industry	Advisory committee should be used to ensure industry feedback is captured and communicated *College Council Summary:* Referred to L. Buckley – Post meeting minutes and list of members approved by the Board of Trustees to website.

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
4.2.2. By Fall 2012, 90% of the business community will report satisfaction with the training and preparation SBVC provides, meeting industry needs		Develop comm survey to combine with focus group data		In process (surveys are being developed to meet this need)		• Respond to business and industry needs by developing new programs • Design business and industry survey	• Continue activities listed • Suggestions made by industry have not been implemented for various reasons *College Council Summary:* Goal cannot be evaluated

STRATEGIC INITIATIVE: STUDENT SUCCESS: *We are committed to helping students succeed in their educational and career goals.*

GOAL 5.1.: TO FOSTER A LEARNING COLLEGE DESIRED OUTCOME: Student learning outcomes and assessments for all courses and programs are complete and operational. Core competencies are completed college wide.

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
5.1.1.a. By Fall 2007, 100% of the courses/ programs/areas will have identified SLOs/SAOs.	100% 98%	C				• Department Chairs and faculty complete SLOs • Digital repositories • Additional SLOs incorporated into the cycle	
5.1.1.b. By 2008-2009, 100% of courses will be linked to core competencies.		I/SS= 100%	C				• New coursed and programs need to be linked to core competencies)
5.1.1.c. By 2009-2010, 100% of programs will be linked to core competencies.			I/SS= 100%	C			• New coursed and programs need to be linked to core competencies *College Council Summary(5.1.1 a, b and c):* Complete

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
5.1.2.a. By Spring 2007*, 80% of the full time faculty will have begun evaluating the attainment of SLOs in their courses and created a process for continuously evaluating and implementing changes as necessary.	176x80% =143	C				• SLO assessment implementation • SLO assessment training	*College Council Summary:* Complete
5.1.2.b. By spring 2008, full & part-time faculty will have begun evaluating the attainment of SLOs so that the ACCJC Annual Report reflects the improvement of student learning in all courses.	61%	62%	62%	62%	62%		SLO activities are ongoing. *College Council Summary:* Ongoing

GOAL 5.2: TO INCREASE STUDENT PERSISTENCE & RETENTION (ARCC)

DESIRED OUTCOME: There will be an increase in the number of students who complete Certificate and Degree programs.

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
5.2.1. By 2012, the overall retention rate for SBVC students will increase 1% a year.	78%	79%	79%	81%	82%	• Resources will provide support for retention efforts • A formal Retention Plan will be developed and implemented campus-wide • Degree audit • Intake process verification • Plan to opera-tionalize ARCC Data	• Need to provide matriculation, educational guidance-see them as people • Target goal of 85% and maintain retention at 85% • Retention strategies are working and should be continued

	05-06	06-07	07-08	08-09	09-10	ACTIVITIES	COMMENTS
5.2.1.a. By 2012, ARCC reporting data will indicate that persistence of cohort students will increase 2% a year.	56.6%	61.8%	61.0%	67.3%	65.4		• Target 70% and maintain issues of class availability confound attainment of goal

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 01-02 TO 06-07	02-03 TO 07-08	03-04 TO 08-09	04-05 TO 09-10	05—6 TO 10-11	ACTIVITIES	COMMENTS
5.2.2. By 2012, there will be an increase of 2% in the number of students in the ARCC cohort, who com-plete a certificate or a degree, transfer, or become transfer directed or pre-pared within six years of their enrollment (ARCC 1.1).	40.0%	41.8%	38.6%	40.5%	41.2	• Resources will be identified to provide increased support for retention efforts • Plan to operationalize ARCC Data	• Continue activities listed • Retention might be increased with work study or internships • Mandatory orientation & assessment • Priority registration should be based on potential and continuing achievement *College Council Summary:* Referred to M. Cota and J. Smith – Spearhead plan to encourage.

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
5.2.3. By 2012, course completion rate will increase 2% a year.	62%	62%	63%	64%	68%	• Resources will be identified to provide increased support for retention efforts	• Continue activities listed • Many students ask for tutoring services • Study skills • Access to text books *College Council Summary:* Referred to J. Smith – Survey information

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
5.2.4. By 2012, the annual course completion rate for credit vocational courses will increase 1% a year. (ARCC 1.3)	74.8%	74.8%	73.6%	71.4	74.6%	• Resources will be identified to provide increased support for retention efforts • Plan to opera-tionalize ARCC Data	• Continue activities listed *College Council Summary:* Continue

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
5.2.5. By 2012, the annual successful course completion rate for credit basic skills courses will increase 1% annually (ARCC 1.4).	49.1%	53.5%	55.9%	60.3	60.6%	• Resources will be identified to provide increased support for retention efforts • Plan to operation-alize ARCC Data	• Continue activities listed • Go back to 5.2.1 be honest with students if they don't have background/prerequisites, they might fail. *College Council Summary:* Continue

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
5.2.6. By 2012, improvement rates for ESL will increase 1% a year (ARCC 5.2.6).	42.9%	61.1%	54.8%	47.5%	48.3%		• What is the decrease in percentage due to? The dramatic decrease in ESL course completion rates can be attributed to a shift in the focus of the program from life skills and conversational based to composition based. This change was initiated in order to facilitate ESL student enrollments in mainstream English courses after completing the ESL series. Noncredit ESL classes have also been created and when implemented will address the needs of ESL students who are unprepared to take current ESL class offerings. While the improvement rate may continue to decline for the next year, we expect it will stabilize. (James Smith 12/2/2011)

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
5.2.6.a. By 2012, improvement rates for credit Basic Skills will increase 1% a year (ARCC 1.5b).	50.8%	54.4%	52.6%	50.5%	53.2%		

STRATEGIC INITIATIVE: TECHNOLOGICAL ADVANCEMENTS: *We are committed to an educational environment which utilizes state-of-the-art technology*

GOAL 6.1: TO PROVIDE STATE-OF-THE-ART TECHNOLOGY IN ITS TEACHING AND LEARNING ENVIRONMENT AND SERVICE AREAS. DESIRED OUTCOME: Students will be provided appropriate opportunities to learn utilizing current and available technologies.

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
6.1.1. By Fall 2012, SBVC faculty will use classroom technological advancements in the learning environment.	*	70% of classes have access	90%	95% of classes have access to class-room tech-nology		• New faculty training • Regular faculty training • List of classroom technology needs prioritized for funding • Establish minimum technical aspect for each core competency in the classroom for use of technology	• New buildings coming online with state of the art technology • All new classrooms should be smart • Training needs to continue, maintain consistency of tech in classrooms. The % of access does it measure use of classroom tech? Are we measuring what we are asking?) *College Council Summary: Rick Hrdlicka* *All new buildings have smart classrooms as a standard. One or two classrooms in each of the new buildings have video conferencing technology built in that allows classes in Big Bear to be taught in conjunction with classes on campus. Audio Visual is working to repurpose technology salvaged from the demolished buildings to upgrade our older buildings. For those rooms that do not have built in classroom technology Audio Visual delivers the needed technology upon request. Contractors that installed the technology in the new buildings provided training to all faculty interested in attending the training.*
6.1.2. At least 25% of the faculty and 5% of staff will be afforded the opportunity to be trained in alternate delivery systems.		Complete All SBVC faculty and staff have access to Black-board train-ing	Complete	Complete	Complete	• Regular faculty training	• We have the resources in place we need to train our people and change culture to employ new methods • Although "complete" numerically, ongoing training is needed. Need appropriate/timely training (Blackboard 9)) *College Council Summary:* Complete

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
6.1.3. By 2012, a budget for technology will be established for the purpose of maintaining and upgrading classrooms, labs, and support areas, reflecting a commitment and responsibility to ongoing funding for technology.			Complete	Complete	Complete	• Budget Committee, Vice Presidents, and Presidents give priority to identifying annually, on-going funds to support technology commitment	• need money to fulfill budget *College Council Summary:* Complete

	BASELINE	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
6.1.4. By 2012, Student Services programs will be fully automated.	SARS Webtrack	Web Advisor pilot full transition to SARS	80%	80%	80%		• Continue activities listed • should we revisit this goal? Explanation of "automated" was not clear. "Fully automated" is too broad. Rewrite for next 5 years.) *College Council Summary: Rick Hrdlicka* *Student Services has used multiple technologies to automate their various areas.* *SARS is used to track student contact and appointments in counseling and DSPS.* *Web Advisor has been deployed for student registration, Financial Aid, Ed Plans, etc.* *Students apply online for Financial Aid. They are then notified through Web Advisor whether approved or what info is needed. Mail notification also used at this point however, discussions are under way about moving this notification to email.* *The telephone tree needs to be modified. Online appointment systems need implemented in admissions. More work needs done however the goal needs to be more clearly defined.*

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
6.1.3. By 2012, a budget for technology will be established for the purpose of maintaining and upgrading classrooms, labs, and support areas, reflecting a commitment and responsibility to ongoing funding for technology.			Complete	Complete	Complete	• Budget Committee, Vice Presidents, and Presidents give priority to identifying annually, on-going funds to support technology commitment	• need money to fulfill budget

College Council Summary:

Complete |

	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
6.1.4. By 2012, Student Services programs will be fully automated.	SARS Web-track	Web Advisor pilot full transition to SARS	80%	80%	80%		• Continue activities listed
• should we revisit this goal? Explanation of "automated" was not clear. "Fully automated" is too broad. Rewrite for next 5 years.)

College Council Summary: Rick Hrdlicka

Student Services has used multiple technologies to automate their various areas.

SARS is used to track student contact and appointments in counseling and DSPS.
Web Advisor has been deployed for student registration, Financial Aid, Ed Plans, etc.

Students apply online for Financial Aid. They are then notified through Web Advisor whether approved or what info is needed. Mail notification also used at this point however, discussions are under way about moving this notification to email.

The telephone tree needs to be modified. Online appointment systems need implemented in admissions. More work needs done however the goal needs to be more clearly defined. |

GOAL 6.2.: TO PROVIDE A METHOD FOR LEADERSHIP AND SUPPORT OF CAMPUS TECHNOLOGY.

DESIRED OUTCOME: A centralized structure for providing campus technology and support will be in place.

BENCHMARK – A STANDARD BY WHICH SOMETHING CAN BE MEASURED	BASELINE 07-08	08-09	09-10	10-11	11-12	ACTIVITIES	COMMENTS
6.2.1. By 2012 Annual Campus Surveys (e.g., Technology) will indicate 65% of SBVC faculty and staff are satisfied with technology support services.	71%	Complete	Complete	Complete		• Visit other colleges to identify innovative and new high tech options for providing student services • Attend technology conferences to planning and program review	• Continue activities listed • Comments appear we are still not satisfied. Survey was done with Sunguard. "Transition" needs time to work out problems so satisfaction may go down this year.)
Faculty			71%	68%	66%		*College Council Summary:* Ongoing, continue to evaluate
Classified			73%	72%	71%		
Managers			60%	71%	64%		