

# 2013-2017 Strategic Plan Charrette Comments from Classified Professionals and Students

## January 25, 2013

### **Table 1 Draft Goal 1: Student Success**

- 1 identify student goals
- 2 testing basic skills
- 3 unity in classes across every campus (Willow, Reedley, etc.) - same with placement tests
- 4 availability of classes (huge issues) - offer classes that are needed
- 5 are classes being scheduled around students' needs or teachers' needs? Evaluate this
- 6 more evening hours/weekends

### **Draft Goal 2: Barriers to Programs & Services**

- 1 parking - spread class times out
- 2 counseling needs to be revamped - taking classes don't need
- 3 financial aid - verification with units, communication with students, changes in status
- 4 requirement for programs - evaluate

### **Draft Goal 3: Quality**

- 1 teachers not dropping students - if it is not life/death situation they need to be dropped, no excuses
- 2 higher standards
- 3 grading needs to be uniform - "raising the bar" for students and teaching
- 4 technology - improvement in wireless network, more outlets?
- 5 in-class review of teaching methods

### **Draft Goal 4: Partnerships**

- 1 bridges with other campuses/libraries/etc. - CSU Fresno, the District, the State, departments (visibility/transparency)
- 2 transportation to campus
- 3 internships - speaker forums (industry leaders need to come and communicate to students)
- 4 collaborate with different businesses/organizations to develop more communication (goals, objectives, bridge gap)

### **Draft Goal 5: Values**

- 1 PRIDE
- 2 hold students to a more professional level
- 3 lead by example!!!
- 4 more campus ruling, less district rules - let the district run our own schools
- 5 better communication with our achievements - emails
- 6 build a connection with campus and students/faculty - showcasing our successes
- 7 breath new life into this campus - new slogan/activities
- 8 days where we showcase our FCC pride - shirts, faculty/staff - "lead by example"

### **Draft Goal 6: Communication**

- 1 use your email - Blackboard (professors), should be mandatory
- 2 need to be a standard
- 3 creating collaborations
- 4 control/test groups
- 5 need to accommodate students - teachers need to be more flexible

### **Draft Goal 7: District Alignment**

- 1 can that even exist?
- 2 lack of uniformity (within schools)
- 3 standardizing processes between campuses

### **Draft Goal 8: Accountability**

- 1 disband unions
- 2 health insurance (different plans, tier levels, cheaper/better contracts for employees)

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### Key Issue: Basic Skills

- 1 its called adult school
- 2 bringing up standards of K-12
- 3 you need to be prepared when you come to college
- 4 there needs to be a few requirements to get into a college (FCC)
- 5 if you want to attend college...you need to be college-ready
- 6 stop sugar coating things
- 7 reality check for this college
- 8 THIS IS THE MAIN SOURCE OF OUR PROBLEMS

### Table 2 Draft Goal 1: Student Success

- 1 feedback form from tutorial center
- 2 hours for tutorial extended - possible weekend
- 3 library after hours
- 4 student mentors
- 5 top students mentor incoming students
- 6 revamp priority registration - priority registration should go to students who are ready to graduate
- 7 students should not be allowed to get financial aid
- 8 incentives for senior staff
- 9 short staff
- 10 department staff
- 11 live chat
- 12 orientation

### Draft Goal 2: Barriers to Programs & Services

- 1 technology - need user-friendly software (train students on Blackboard, Web Advisor, etc.)
- 2 financial issues - payment plans for students
- 3 cost of books for students - rentals - advertise more (instructors to keep same books for at least 3-4 years)
- 4 child care - expand CD lab
- 5 transportation barriers - negotiate with FAX special student rates
- 6 parking for students/staff

### Draft Goal 3: Quality

- 1 admin to review their faculty's curriculum (after course)
- 2 students to evaluate instructors...with incentive
- 3 teach programs that reflect the jobs available in Fresno (the job market)
- 4 syllabus should be available to students before course prior to registration so students can choose their best fit professors
- 5 catalog updates so course descriptions reflect current and accurate info
- 6 posting of catalog and schedule book in a timely fashion
- 7 admin should be aware of graduating classes courses needed and coordinate class schedules

### Draft Goal 4: Partnerships

- 1 partnering with businesses (local) that provide job opportunities the most, health field, auto field, warehouses, high speed rail, green ecofriendly companies
- 2 establish an agricultural dept.
- 3 better partnerships with Fresno and Central West High School for ag programs
- 4 establish culinary and hospitality programs to collaborate employment opportunities for students
- 5 mentorship and internships between students established in programs to freshmen

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### Draft Goal 5: Values

- 1 more involvement faculty/staff with club activities
- 2 make sure everyone knows what FCC's core values are
- 3 more trainings for admin/staff/faculty regarding core values
- 4 input regarding core values and if or how they are being upheld
- 5 reiterate shared governance
- 6 intermural events with students/staff/admin/faculty

### Draft Goal 6: Communication

- 1 increase social media
- 2 problems with student email
- 3 make more appealing email updates
- 4 newspaper articles/email
- 5 video update of what's happening on campus
- 6 more positive media coverage of happenings on campus
- 7 student success stories at local high schools

### Draft Goal 7: District Alignment

- 1 same requirements district wide for all students - i.e. Pre-reqs, names of classes, transfer requirements
- 2 to be more uniform in processes and procedures
- 3 yearly conferences for students, staff, faculty, and admin so everyone is on same page
- 4 better flow of communication from the top and between campuses when staffing changes and duties/changes occur
- 5 align inter campus email accounts when staff is moved in the district
- 6 ALIGN

### Draft Goal 8: Accountability

- 1 drug testing for financial aid recipients
- 2 staff/departments justify/allocate material purchases/costs
- 3 get competitive quotes for purchases
- 4 fair and equitable/reasonable reductions to departments when necessary - percentage wise and position wise
- 5 district should continue to be transparent with their budget
- 6 need district to hire more classified - less managers and administrators
- 7 limit travel and stipend, and conference for admin - use more technology to accomplish meetings/conferences

### Key Issue: Basic Skills

- 1 partner with high schools to prep students for courses
- 2 require more lab time and tutoring for those in remedial classes
- 3 offer student incentives to excel and succeed per semester
- 4 for those failing remedial courses have faculty give more one-on-one time
- 5 peer groups for students struggling
- 6 faculty need to go at slower pace - they go too fast
- 7 faculty with heavy speech accents need to speak clearly and include other means to teaching style to get information at
- 8 faculty needs to be more open minded and open communication to students' concerns and issues

### Table 3 Draft Goal 1: Student Success

- 1 stop changing the requirements (It's making 2 years of JC turned into at least 3-4)
- 2 not enough counselors (so many students, not enough counselors) - not a thorough plan, not very guiding
- 3 registration dates for universities
- 4 promotion for freshmen - more help for them

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5 financial aid should be turned in 1st of the year!!

6 adding a Starbucks

### **Draft Goal 2: Barriers to Programs & Services**

1 financial aid, counseling, making freshmen feel more comfortable

2 class availability

3 parking - adding another parking lot

4 a shuttle between Willow & FCC

5 prices of books and food

6 teachers adding more students

7 language barrier

### **Draft Goal 3: Quality**

1 making sure that the staff get paid enough

2 hiring appropriate and dedicated staff

3 better security

4 cigarettes becoming a health hazard

5 keep evaluating the teachers

6 adding more "entertaining" classes - dance i.e. hip hop, free self-defense, more art programs

7 career seminars

### **Draft Goal 4: Partnerships**

1 partnerships with bigger college

2 lifestyle classes

3 celebrating the special education students

4 stop spending money on "new textbook" - it would save money for classes

5 school isn't a business - we are here for educational purposes.

### **Draft Goal 5: Values**

1 professionalism is not being taught

2 stick with old books and not old books

3 cut the parking pass prices

4 health fees

### **Draft Goal 6: Communication**

1 financial aid, not enough information

2 using student and regular opinion

3 a test message, i.e. subscribe to number 4824 and you will be updated on campus updates

4 communication with foreign students

5 students at major decision making meetings

6 sell cigarettes on campus

7 give teachers more money

8 get a STARBUCKS!!!

### **Draft Goal 7: District Alignment**

1 Reedley, Madera, Willow, Oakhurst, FCC - should really be hounded in on the district ideologies

2 district should have meetings with the students

3 district should meet with the students at least twice a year i.e. spring fall

4 posting the meetings online i.e. video recording the meetings

### **Draft Goal 8: Accountability**

1 putting the budget online

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- 2 update the meetings
- 3 actually updating the website
- 4 an announcement system i.e. texted updates, radio stations

### Key Issue: Basic Skills

- 1 stop teaching through the tests
- 2 allowing immigrants to come here for free
- 3 allowing creativity through teaching
- 4 longer tutoring - needs to be open longer

### Table 4 Draft Goal 1: Student Success

- 1 accurate/consistent information from staff to students
- 2 more tutors in different subjects
- 3 study skills workshops
- 4 more student involvement on campus
- 5 raise student awareness of resources
- 6 improved website/easier to navigate and search
- 7 more online student resources
- 8 online orientation to Blackboard/Email/Web Advisor
- 9 mandatory orientation to Blackboard/Email/Web Advisor
- 10 Step-by-step how-to's on Blackboard/Email/Web Advisor
- 11 better Wi-Fi access

### Draft Goal 2: Barriers to Programs & Services

- 1 internet access
- 2 very slow internet - charge tech fee for improvements
- 3 more parking spaces
- 4 some people don't come here because of their safety
- 5 cameras in parking lot
- 6 a lot of people hanging on campus who don't attend
- 7 textbook prices always new and expensive textbooks - stick with same book each year
- 8 different kind of studying techniques for students who learn differently
- 9 language barriers for second English learners
- 10 more open hours for library (weekends)
- 11 more awareness of how financial aid works

### Draft Goal 3: Quality

- 1 more hands-on instruction - shadowing professionals, providing internships, marketing internships to employers (school would provide worker's comp)
- 2 professional development- make sure instructors are up-to-date and relevant to the current needs in the area
- 3 smaller classroom sizes, more teachers
- 4 improve communication between students and instructors
- 5 sometimes instructors say that something is easy - that can be discouraging to students

### Draft Goal 4: Partnerships

- 1 internships for different majors to provide job experience
- 2 work with transfer schools to see if we're on the same page
- 3 work with local and specifically outside companies on new programs - getting feedback on what they want out college to teach
- 4 crime prevention education - work with the police

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- 5 work more with social services to help students with their needs - like housing
- 6 transportation to schools - Willow to FCC and reverse

### **Draft Goal 5: Values**

- 1 promote more campus engagements between the different constituencies
- 2 provide incentives to join certain clubs
- 3 have events (like the ones that are only for staff) with all four groups together
- 4 provide a dress code
- 5 have the different divisions communicate more between each other

### **Draft Goal 6: Communication**

- 1 one call center for off campus inquiries
- 2 promotion and use of social media (Facebook, Twitter)
- 3 keep updating website frequently
- 4 more in-depth campus newsletter/news briefing
- 5 have one contact person/group for each constituency
- 6 more group meetings/conversations amongst constituencies
- 7 campus blog

### **Draft Goal 7: District Alignment**

- 1 district needs to align to the campuses
- 2 improved communication\*
- 3 more consistency among the campuses
- 4 more universal constituency of educational equipment between campuses (technology)
- 5 buy in bulk for the district
- 6 make it easier to see available classes across district (via Web Advisor)
- 7 willingness for FCC and district to come together as one

### **Draft Goal 8: Accountability**

- 1 avoid duplication of services
- 2 build incentives to save money instead of spending money
- 3 spend like it was your own money - turning off lights when they are not needed, littering by student requires paying someone to clean it up
- 4 creating a program where students maintain the school
- 5 don't spend money on something we don't need just because we have money to spend
- 6 use of solar panels - could be tied in to some kind of educational program

### **Key Issue: Basic Skills**

- 1 align curriculum with high schools
- 2 use the Khan Academy concept - students work at their level, pass that level before going to the next level / the instructor would be able to see their success since the student would be doing their problems on the computer
- 3 some are too fast-paced
- 4 make it mandatory that students need to take math and English at the onset of attending FCC
- 5 improve the placement tests

### **Table 5 Draft Goal 1: Student Success**

- 1 resources like library and labs not open early or late enough
- 2 library expanded hours - conducive areas for students to study
- 3 student center to be able to relax
- 4 expedited response and clearer communication between students and administration ex. financial aid, transcripts, admissions, records, registration

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- 5 review diversity of classes spring vs. fall offer more general transfer courses
- 6 resources earlier - instructors post earlier Blackboard for textbooks especially E-TEXT like a week before school starts so students can be adequately prepared

### **Draft Goal 2: Barriers to Programs & Services**

- 1 alternative start times of classes (traffic)
- 2 safety issues crosswalk with McKinley-Wishon = solutions (lights along crosswalk, automated crosswalk buttons)
- 3 extending hours of resources i.e. Library, tutorial center, labs
- 4 more ESL services revise textbooks to assist them
- 5 shortage of open labs
- 6 tutorial center - overcrowded too much going on maybe spread out
- 7 DSPS
- 8 infrastructure of internet - upgrade needed - slow

### **Draft Goal 3: Quality**

- 1 propose standardized online portal (numerous passwords, Web Advisor, mastering website/subject, blackboard, student email live.com)
- 2 better flow between technology and lectures in the classroom
- 3 beefing up internet servers
- 4 suggest training for all instructors (mandatory?) on the homework sties and Blackboard
- 5 maintain online active communication between instructors and students

### **Draft Goal 4: Partnerships**

- 1 partnership relations between campus and Tower District (rekindling, strengthen, especially during finals time for students)
- 2 recycling receptacles around the campus
- 3 partnership between campus and City of Fresno, Fresno Fair, Arte Americas, African American Art Museum
- 4 revisit volunteer opportunities around campus
- 5 Kids Day
- 6 mentor program - current student mentoring freshmen
- 7 Farmers Market on campus
- 8 open up campus for more events, speakers
- 9 presence - students watching out for other students (Group?)
- 10 strengthen ties between Fresno FAX an FCC

### **Draft Goal 5: Values**

- 1 clubs - incentives for instructors to join/participate in
  - a. CP involvement?
  - b. announcements needed - communication through students and faculty/student incentives - resumes, prof. exp.
  - c. increase notices regarding clubs - simplifying process of starting club \*free info. Flow
- 2 diversifying professionalism
- 3 counseling 250 - mandatory? (student professionalism, work ethics, community steward)
- 4 professionalism, kindness, stewards of the community
  - a. interpersonal communication across lines
  - b. faculty, students, classified, public
  - c. basic human skills - appreciation

### **Draft Goal 6: Communication**

- 1 mass announcements regarding events to students? Yes
- 2 club names, catalog? make info available

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- a. update website: clubs, program info, resources, scholarships (button not working)
- 3 texts: emergency available - possible to expand?
  - a. blood drive today
  - b. out show, concert, etc.
  - c. deadlines to register etc. ex. theft last week - watch out
- 4 different departments communicate with each other (disseminate info to students)
- 5 updated info from transfer schools and programs for students working on long-term programs CSUF etc.

### **Draft Goal 7: District Alignment**

- 1 meet needs of upper division math/Eng/science students and not just lower level Gen Ed
- 2 priority line during reg: drop offs not req. (just to turn in paperwork/appt. option?)
- 3 plan for influx of online vs. in-person students
- 4 update programs and info for transfer students
- 5 work with other SCCC campus on core classes for students who commute back and forth ex. Math and engineering
  - a. scheduling core classes - enough travel time
  - b. shuttle from FCC to WI? Other campus

### **Draft Goal 8: Accountability**

- 1 commitment to preserving resources (turn lights off, turn computers off, stop wasting paper, don't reprint editions every year, used books option)
- 2 join clubs, gain experience, extracurricular activities - campus events
- 3 opening up campus for special events, revenue streams, rent rooms to students for study groups
- 4 understaffed, more workload, stress leave

### **Key Issue: Basic Skills**

- 1 short-term basic math and English classes, review courses
- 2 review assessment test for accuracy
- 3 direct at-risk students to guidance study classes
- 4 instructors identify issues early on and stress the expectations in classes
- 5 encourage student tutoring and mentorship
- 6 afraid to ask questions

### **Table 6 Draft Goal 1: Student Success**

- 1 more specified counseling - have a counselor that is specific to each major such as business, health science, engineering
- 2 make specific counselors more visible to students
- 3 a wider range of paralegal electives running at the same time, such as a faster rotation of classes that are available
- 4 students drop out because they can't get the classes they need
- 5 student education plan set up for all students availability of advising
- 6 students are figuring out their own plan at this time and need more direction from an advisor

### **Draft Goal 2: Barriers to Programs & Services**

- 1 financial - no access to computers
- 2 transportation
- 3 awareness/communication
- 4 full overhaul of FCC website - easier maneuvering, better search function
- 5 staffing
- 6 parking - added parking both for students and staff/parking structure?
- 7 forward e-mail to students about where to park
- 8 welcome center - all-in-one support

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- 9 financial help students find jobs
- 10 more bike parking
- 11 better bus access

### **Draft Goal 3: Quality**

- 1 keeping software updated
- 2 keeping the staff computers fast to assist students
- 3 one person to keeping computers up-to-date
- 4 training program to keep staff up-to-date on programs
- 5 if UC or CSU gets rid of program to notify FCC staff
- 6 if FCC staff computers are fast they will be faster on doing their work ex. upgrading RAM

### **Draft Goal 4: Partnerships**

- 1 strengthen relationships (administrative level) with local colleges/universities to aid in transfer and student goals
- 2 setting internships up for students in specific programs - master list of professional internship programs
- 3 improve connections with local businesses surrounding the campus
- 4 set up cultural awareness on campus
- 5 more visibility of social functions on campus

### **Draft Goal 5: Values**

- 1 make values part of our evaluation on the staff level
- 2 dress code (one) - no pj's on campus
- 3 administrators, faculty and staff members pick up 3 pieces of trash a day as an example to students
- 4 institute designated smoking areas on campus
- 5 remove students that are loitering on campus
- 6 enforce the administrative regulations as it refers to vulgarity on campus and spitting on campus
- 7 students required to wear an ID visibly while on campus
- 8 possibly go to a closed campus

### **Draft Goal 6: Communication**

- 1 billboards, TV, radio presence
- 2 visit high school senior classes
- 3 community events booth
- 4 updated website
- 5 more e-mail to students and staff
- 6 public information with additional contacts to the community
- 7 increase communication to students when programs or services change/launch/stop
- 8 text message alerts about important e-mails/notification
- 9 post information on FCC Facebook
- 10 keep website up-to-date

### **Draft Goal 7: District Alignment**

- 1 SCCC needs to spend time on the campus before making structural changes to the campus
- 2 make collaboration between campuses stronger
- 3 add multi campus search of classes on Web Advisor to aid in registration availability
- 4 streamline classes at district level
- 5 district staff meetings

### **Draft Goal 8: Accountability**

- 1 keep the financial books open to the public and staff to demonstrate financial integrity
- 2 utilize our resources on campus rather than outsourcing them such as printing class schedules here on campus

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- 3 charge a nominal fee for class schedules - offer schedule online for free
- 4 create an area on campus such as food and a coffee shop and charge them to be on campus

### **Key Issue: Basic Skills**

- 1 modernize the assessment testing process
- 2 coordinate assessment between campuses
- 3 English assessment should include essay, type assignments
- 4 more tutors/tutoring time
- 5 more qualified tutors

### **Table 7 Draft Goal 1: Student Success**

- 1 educational plans are necessary to complete the educational objectives
- 2 counseling
- 3 orientation - face to face each semester
- 4 education plans
- 5 division/major mentors

### **Draft Goal 2: Barriers to Programs & Services**

- 1 parking - solution (shuttle service year around, online classes, offsite classes)

### **Draft Goal 3: Quality**

- 1 training (conferences to keep everyone up to date) faculty, administrators and staff and evaluating
- 2 mentors for new/part-time faculty
- 3 academic rating for professors by the students

### **Draft Goal 4: Partnerships**

- 1 more partnerships with high schools for advance training
- 2 partnership start with diff. ethnic communities
- 3 support groups
- 4 TZU CHI Health Clinic - it's free and we'd like them to come here more for medical needs
- 5 news channels

### **Draft Goal 5: Values**

- 1 It's not just the teachers but also the students that need to act or be their age and in college
- 2 supervisors need to keep tabs on the staff
- 3 respect

### **Draft Goal 6: Communication**

- 1 more staff meetings (charrettes)
- 2 more communication between managers/administrators
- 3 visitations/outreach to the surrounding public
- 4 advertise
- 5 we need to change how people see us (FCC) and our reputation
- 6 event calendars
- 7 more press of what comes from & out of FCC

### **Draft Goal 7: District Alignment**

- 1 policies and procedures need to be the same for all
- 2 planning
- 3 certain standards for all
- 4 each site has their own scholarship process - scholarships should be district wide and not broken up by campus
- 5 one standardized placement test

### **Draft Goal 8: Accountability**

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- 1 balance the money wisely
- 2 where is the money going?
- 3 encourage Blackboard, scanning, saving everything online
- 4 more electronic storage for data (another way for test taking)
- 5 more use of Blackboard

### Key Issue: Basic Skills

- 1 we need to motivate students more
- 2 this goes back to the high schools
- 3 more emphasis on the placement tests
- 4 you should not be able to proceed to another higher level class without qualifications/preparation/placement
- 5 better informed and prepared counselors

### Table 8 Draft Goal 1: Student Success

- 1 school should package classes together to accomplish a degree - cohort model
- 2 department register students to achieve degree
- 3 educational road map - classes outlines
- 4 students are unaware of programs and make the information readily accessible
- 5 we do not utilize the kiosk
- 6 have a specific area where students can obtain information
- 7 have an education plan workshop for all new students possibly in orientation
- 8 plan education plan review right before registration deadlines
- 9 How do we retain students? In South Texas University - mentors are assigned a specific group of students to monitor all levels - attendance- coursework and all aspects
- 10 computer literacy entrance test

### Draft Goal 2: Barriers to Programs & Services

- 1 money - financial
- 2 child care issues
- 3 reliable transportation
- 4 difficulty in registering in classes
- 5 students not informed of different aspects to achieve goals
- 6 counseling waiting 4-5 hours in a great deterrent to student enrollment
- 7 students assigned a counselor/advisor to maintain continuity and consistency
- 8 counseling different for different groups- DSP&S, international students
- 9 signs - ready to register?

### Draft Goal 3: Quality

- 1 math class 50 minutes not enough for students struggling to grasp concepts
- 2 instructors required to update information on handouts and instructional materials
- 3 make sure we are teaching courses that are needed in the community
- 4 more vocational training - skill training so students can be successful in the work force
- 5 customer service workshop for the staff - communication - updates
- 6 instructors required to have continuing education
- 7 rules not enforced on campus - bikes, skateboards, marijuana - dope

### Draft Goal 4: Partnerships

- 1 ask community employers what is needed
- 2 agreement in place to honor students and transfer agreements
- 3 more cohort programs with other colleges - example business division program with Fresno State

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4 contact business for sponsorships of students for skills training

5 continue scholarship for training

### **Draft Goal 5: Values**

1 dean and administrators encourage staff to support

2 staff encouraged to support student activities - improve communication so staff is aware of activities

3 students utilized during showcase and other activities

4 more open information regarding activities

5 offer community building opportunities for all groups to interact

### **Draft Goal 6: Communication**

1 more round tables - sharing information with all groups

2 mixture of all constituency groups

3 improved communication will help overall morale - prevents uncertainty - staff

4 policy/procedures - not sent to the people involved

5 communication on campus is not transparent

6 more publicity - meeting with community - no alumni association

7 once a month invite specific groups to identify the need in the community

### **Draft Goal 7: District Alignment**

1 all campuses collaborate on purchases - example technology

2 students do not have home campus - courses on campuses are not the same across the district

3 students think they are taking courses are comparable but each college does not recognize the different courses

4 we are one district and the courses should be the same

5 programs are not the same across on all campuses - DSPS not fluid across campuses

6 streamline and standardize forms across the district

7 standardized processes across campuses

### **Draft Goal 8: Accountability**

1 dept. chairs/deans maintain fiscal integrity quit wasting money

2 reward managers for coming in under budget - spending happening just so they don't lose the money

3 department heads seem to have the mentality of if I don't use it I will lose it

4 campus doesn't want district to take unused funding

5 harder mentality - if all unused supplies were brought to center of district and we can exchange our excess

6 When are we going paperless?

7 similarity to order items because of archaic policies - thumb drives, calculators, cd's

### **Key Issue: Basic Skills**

1 remedial English/math not required to take classes

2 students have skill level to be successful

3 recognize the deficiency and require students to remediate the skill to become successful

4 having counselor identify the proper coursework needed to move forward

5 students cannot be successful because they don't have the basic knowledge to be proficient at basic reading or math skills

6 have adequate number of remedial courses

### **Table 9 Draft Goal 1: Student Success**

1 "mandatory" counseling - every student should see a counselor "every semester"

2 orientation - mandatory each semester

3 larger classes

4 provide adequate accommodations for students with disabilities

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- 5 have specialized counselors for specific majors or programs
- 6 mandatory educational planning workshops
- 7 utilize e-mail system to send out updates
- 8 affordable options for textbooks
- 9 expand hours of operation for (tutorial center, counseling, financial aid, library, computer lab)

### **Draft Goal 2: Barriers to Programs & Services**

- 1 knowledge about the school
- 2 language - offer bridge classes
- 3 greater availability of online classes
- 4 providing distance education
- 5 transportation - partner with Fresno FAX to identify student geographic location
- 6 many students lack a H.S. diploma/G.E.D. - college could partner for community education to help students earn the equivalency for access
- 7 lack of basic requirements

### **Draft Goal 3: Quality**

- 1 improve Wi-Fi on campus
- 2 at the conclusion of each class, provide a survey for students
- 3 have longer lab hours for access to technology (i.e. computers)
- 4 state of the art technology
- 5 unified course schedules districtwide
- 6 administrative evaluations of instructors
- 7 better coordination
- 8 track success of students (grades, GPA)
- 9 feedback from community employers, "are we meeting their needs?"

### **Draft Goal 4: Partnerships**

- 1 more math, science and engineering
- 2 internships/job shadowing opportunities
- 3 work with community businesses for technological needs
- 4 invite local community businesses to the campus/classrooms - have speakers
- 5 resurrect the alumni association
- 6 invite former students to share their stories/journey
- 7 develop a community advisory board for each division
- 8 get students involved in community service projects for class/education credit
- 9 have more special topic classes (copyright, web on ethics)
- 10 community-based classes with fees (fee-based)

### **Draft Goal 5: Values**

- 1 each student should receive "code of conduct" during the "mandatory orientation" or reg-to-go
- 2 campus needs to do a better job of sharing our successes
- 3 more open door policy for all staff to administrators
- 4 "this is the first charrette" more charrettes
- 5 better communication following committee meetings - disseminate the decisions info

### **Draft Goal 6: Communication**

- 1 two-way communication
- 2 more transparency
- 3 town hall workshops to address concerns "Tony's Town Hall" and solicit feedback

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- 4 all VPs and deans should have mandatory staff meetings including directors
- 5 electronic signs and better window displays
- 6 better or updated campus directory signage
- 7 less cancelled task force meetings by administrators
- 8 more marketing by PIO to announce our successes

### **Draft Goal 7: District Alignment**

- 1 increase classified professionals representation on district committees
- 2 "open house" activities during staff development for staff to visit departments
- 3 better communication from district to campus
- 4 invite district employees to visit the campus - possibly job shadow to bring awareness
- 5 more communication between the district and the UC and CSU system for educational/degree requirements
- 6 "we need to know the district's goals, expectations, etc."

### **Draft Goal 8: Accountability**

- 1 limit travel/conference \* (those who travel should report back once they return)
- 2 transparency
- 3 measuring/reporting success - publicize
- 4 better balance of pay between employees across the board (admin, classified, faculty)
- 5 better or more frequent audits of department budgets
- 6 shift funds where needs are (affecting students)

### **Key Issue: Basic Skills**

- 1 bring back ENG 250 and 260 (basic reading and writing)
- 2 partner with Fresno Adult School for basic skills classes
- 3 offer basic skills workshops (reading and writing)
- 4 educate K-12 unified school districts regarding basic skills requirements
- 5 evaluate students to determine readiness, have an "alternate" avenue to acquire basic skills for entry into college  
\*adult school
- 6 study groups - set up by the school

# 2013-2017 Strategic Plan Charrette Comments from Classified Professionals and Students

## January 25, 2013

### Table 1 Draft Goal 1: Student Success

- 1 Counseling tracking students - objectives of students goals, educational plan
- 2 Tools on campus to help student - gather information through suggestion box, student input on helping each other, student suggestion email
- 3 Student outreach for major - help students who have reach their max
- 4 Student rally

### Draft Goal 2: Barriers to Programs & Services

- 1 Lack of staff
- 2 web advisor down time (technology)
- 3 Computer access on campus
- 4 Parking
- 5 bus discounts
- 6 extended shuttles
- 7 more online classes
- 8 on campus day care
- 9 special program expansion

### Draft Goal 3: Quality

- 1 continual education for instructors
- 2 more peer evaluation (admin, staff & faculty)
- 3 Bring more "instructional" forums, etc. for staff
- 4 Education process - enhancements? Overhaul?
- 5 Better use of "Blackboard" (Mandatory?)!

### Draft Goal 4: Partnerships

- 1 career development center understaffed so they can't go out into the community
- 2 promote FCC students to businesses
- 3 more media publicity showcasing FCC programs
- 4 need more internships
- 5 expand work experience classes
- 6 create a mentor program
- 7 partner students with a business
- 8 more off campus federal work study sites
- 9 more contact with K-12
- 10 outreach to parents
- 11 athletic team members should adopt schools, develop relationships with younger students

### Draft Goal 5: Values

- 1 Planned activities around goals should be addressed on that activity (even on facility form list it)
- 2 Familiarize students with curriculum access tools like CurricUNET
- 3 Students to better utilize Web Advisor for registering
- 4 One unit class for students to get overview of what's available and take an exit quiz to be sure they understand

### Draft Goal 6: Communication

- 1 Better internal communication needs to be improved first - about crime
- 2 Clearer Rampage reporting
- 3 Each area due Newsletter reporting online or bring this activity under one person - not each group
- 4 Use televisions with running FCC news items. Run theses television in different areas
- 5 Centralized area to support above item

# 2013-2017 Strategic Plan Charrette Comments from Classified Professionals and Students

## January 25, 2013

- 6 Develop a web app so more info can get to student
- 7 Get our own television program (live broadcast)

### **Draft Goal 7: District Alignment**

- 1 We need to be able to get to SCCCDs planning and organizational process - we need to know district's processes first
- 2 A SCCCD rep should be in here now at this session to explain its (SCCCD) plans and organization
- 3 When charrettes are formed attendees should be broader!
- 4 District technology, again is tool so that all on campus can "know" the same thing
- 5 SCCCD needs to post more readily their plans and organizational set up

### **Draft Goal 8: Accountability**

- 1 We need to ask feasibility questions first (do we need it, what benefit is it)
- 2 Have a "purchasing" store where we can pick up supplies on campus - this is a central supply room (Central Distribution Center)
- 3 Cutting back on some course offering
- 4 Have a better partnership with area adult schools

### **Key Issue: Basic Skills**

- 1 Survey to all FCC students directly asking out reading/writing levels. Put survey questions in several languages
- 2 Make the tutorial center more accessible and what it (Tutorial Center) offers to student. Students need basic understanding of center
- 3 Instructors oversee how student is doing and report that info to a specific area
- 4 Partner with programs like "Reading and Beyond"

### **Tables 2 and 3**

### **Draft Goal 1: Student Success**

- 1 assess students into correct math and English classes
- 2 more access to counseling especially during rush hours
- 3 clearer course objectives - making sure counselors know what those are
- 4 more e-mail blast about deadlines from Admissions and Financial Aid
- 5 specialized counselors for programs
- 6 make students more aware of Tutorial Center
- 7 make students more aware of Health Services
- 8 extend library hours
- 9 make access to Web Advisor, blackboard, student e-mail easier
- 10 Wi-Fi access on campus easier so students can check their student e-mail in between classes
- 11 upgrade servers to make Web Advisor easier to access during heavy use times
- 12 increase faculty office hours

### **Draft Goal 2: Barriers to Programs & Services**

- 1 parking - increase the amount, parking structure
- 2 making instructional more accessible - i.e. catalog information, course goals/checklists. Put these items online
- 3 financial barriers - emergency loans, scholarships
- 4 partner with local businesses for jobs for students
- 5 advisory for incoming students to make sure math and writing skills are there
- 6 pre-requisites for some math and science classes are in place, but are said to be unnecessary for some ex: math pre-req for Botany
- 7 separate ESL classes from general ed - once the students take a certain number of units they get cut off from financial aid. Possibly exclude the entry level math and writing from this also

# 2013-2017 Strategic Plan Charrette Comments from Classified Professionals and Students

## January 25, 2013

8 more information for entering students' families - cultural block - some parents need convincing that going to school is the right choice

### **Draft Goal 3: Quality**

- 1 meet students where they are (staff) on their terms because we have students with language barriers
  - a. staff needs to try to meet students where they are - some students have issues interacting in social settings
  - b. staff/faculty should be offered trainings so they could work with these types of students
- 2 instructors need training on use of technology such as blackboard, simple email
- 3 change/update teaching methods because some instructors teaching class same way they did when they started
  
- 4 maybe bring a speaker to do in-service training rather than have them go out
- 5 more use of blackboard by instructors

### **Draft Goal 4: Partnerships**

- 1 increase percentage of students after graduation and find a job
- 2 internship programs
- 3 job placement into local businesses (US, national ones)
- 4 hook students up with companies that are related to students' majors
- 5 cultural - work with Tower District, Fresno Art Museum, The Met (closed but still hold events?)
- 6 more guest speakers related to academic majors (ex. philosophy seminars, math, etc.)
- 7 extra counseling for (ex. business major), community mentors who would come onto campus and meet with our students (entrepreneurs)
- 8 Starbucks on campus
- 9 smoking section for social - away from non-smokers
- 10 recycling bins on campus that students could help Dot Sedley with (her student scholarships)
- 11 partnerships with Office Depot, FedEx, Kinko's, (student discounts)
- 12 for advertisement for campus events (activities)

### **Draft Goal 5: Values**

- 1 place values in each classroom, office, building
- 2 place on the FCC website home page
- 3 send out text blasts with values (school)
- 4 tag on all e-mail sent
- 5 create catch acronym
- 6 create event/activity to promote values
- 7 outreach to high schools/church youth groups about the school and values
- 8 more culturally diverse food in the cafeteria with reduction in prices
- 9 collaborative advertising with businesses (specific to the major and business)
- 10 billboard on Blackstone about values at City College
- 11 collaborative advertising in different languages
- 12 more cultural studies along with classes to support

### **Draft Goal 6: Communication**

- 1 improve ease of access to the website
- 2 streamline technology
- 3 improve master calendar on website
- 4 more forums of communication - forward student e-mail to personal - make this known to students
- 5 FCC needs an App
- 6 on-line forum

# 2013-2017 Strategic Plan Charrette Comments from Classified Professionals and Students

## January 25, 2013

- 7 better communication within divisions i.e. master calendar
- 8 more transparency on illegal activities that have been occurring on campus
- 9 more clarity on the FCC police website
- 10 update directory more frequently
- 11 signs, posters for events
- 12 signs - parking signs are too small to be visible and not lit

### Draft Goal 7: District Alignment

- 1 District needs to better align with campuses - we work directly with the students/need to align from bottom up
- 2 inform students what they can/cannot do in regard to taking classes at other campuses within the district
- 3 better autonomy between the campuses; ex: pre-requisites, unit requirements, courses
- 4 signature programs that are available at the campuses - explore creating programs at the campus that are unique to that community and differ from the other campuses
- 5 shuttle between campuses
- 6 better communication from district to the campuses ex: let students know further in advance about the summer course availability/selection
- 7 to the administrators, staff, and students

### Draft Goal 8: Accountability

- 1 travel/conference: limit number of people going to conferences unless there are different seminars then maybe send a couple
- 2 overtime shouldn't be based on seniority - possibly hire more part-time people so overtime is not required or fill vacant positions so overtime isn't required
- 3 budget more so students could be hired
- 4 recycle some of the items they order in abundance
- 5 allow budgets to carry over then that would limit the over spending at the end of the year
- 6 better maintenance of sidewalks, etc.
- 7 more transparency on individual budget
- 8 better planning before spending
- 9 fewer lunches paid out of budgets
- 10 more environmental spending

### Key Issue: Basic Skills

- 1 shouldn't count against students (regarding financial aid)
- 2 make tutoring mandatory for basic skills classes (math/English)
- 3 reassess assessment tests
- 4 for students of a certain age don't make them do the assessment tests
- 5 high school prep classes for Eng/math
- 6 improved visual teaching exp. for math
- 7 teaching/standardized methods of teaching for math
- 8 update assessment tests (both Eng/math) - maybe a two-stage assessment
- 9 more outreach to high schools regarding the necessity of competency in basic Eng/math courses
- 10 larger facility for assessment testing
- 11 practice tests - make available online before actual test (gives student experience in what to expect; lessens students' fears of testing)
- 12 test in advance of registration - student will know what to expect

### Table 4 Draft Goal 1: Student Success

- 1 all students need to be aware of ed plan

# 2013-2017 Strategic Plan Charrette Comments from Classified Professionals and Students

## January 25, 2013

- 2 all students need to visit with counselors
- 3 re-orientate ed plan start first semester with math and/or English
- 4 encourage active students to become mentors
- 5 ensuring accessibility regarding previously mention topics

### **Draft Goal 2: Barriers to Programs & Services**

- 1 Issues - economics/transportation (FAX student discounts), disabilities, cultural diversity, more effective/efficient transition from HS - college- completion to be sure students complete success
- 2 Solution - FAX line, keep tuition affordable (keep BOG grant), make college environment more bike friendly (students/staff - secure bike pen with guard), access to food, community garden, help students with disabilities (maintain support staff)

### **Draft Goal 3: Quality**

- 1 maintaining and improving technology
- 2 keeping abreast current technological trends
- 3 move toward Socratic method
- 4 highly encourage and command student interaction
- 5 train faculty to access training
- 6 advance critical thinking via inquiry in the classroom through various teaching styles
- 7 ensure instructors reexamine their post, current and future teaching practices
- 8 expect faculty to follow-up with students regarding their learning and faculty teachings
- 9 reexamine current faculty/dean evaluations and feedback processes to significantly improve and change instructional pedagogy
- 10 capitalize on social media

### **Draft Goal 4: Partnerships**

- 1 service learning program - internship requirement experience in field before graduation - on campus businesses that employ students - restaurant, etc., banks, non-profit
- 2 college outside of welcoming businesses on campus - student (networking), advertising of building accessibility
- 3 parking!! even especially outside enterprises
- 4 reassess contract for on campus sales vs. non-profit campus clubs or student entrep. - CEOs - starting up

### **Draft Goal 5: Values**

- 1 campus makeover - elevate our PRIDE!
- 2 more interaction between admin, faculty and students
- 3 equitable treatment for admin, faculty, staff, students
- 4 new motto for campus - EVERYONE INVOLVED
- 5 rebranding of college - people want to be proud!
- 6 more mentorship to get the team going
- 7 too much stagnation/complacency
- 8 need inspiration from all angles - students, staff, faculty
- 9 too much drive through mentality
- 10 team spirit - RED FRIDAYS
- 11 collective happiness

### **Draft Goal 6: Communication**

- 1 continue communicating
- 2 stop having "chip on shoulder" communication across different groups
- 3 district, to school, to students
- 4 all constituent groups need to get together beyond business

# 2013-2017 Strategic Plan Charrette Comments from Classified Professionals and Students

## January 25, 2013

5 suggestion box - perhaps in each division (have school build and compete)

6 SUGGESTION BOX!

### **Draft Goal 7: District Alignment**

1 awareness - what are the plans of the district

2 openness - of the campus flow up hill - district calls shots

3 invite other campuses to discuss issues - send ambassador - cross campus interaction

4 be collective in (align) name of classes and share issues, ideas, wear same color shirts/clothes on a day where everyone feels collective, increase creativity

5 student well-being - break down walls, open relationships between students, no self egos (them/us) we are better than you idea get rid of

### **Draft Goal 8: Accountability**

1 more supervised FCC internship opportunities so students gain experience in valuable roles on campus (unpaid)

2 solar panels over parking stalls and over buildings

3 light sensors in all rooms

4 smart thermostats

### **Key Issue: Basic Skills**

1 students take assessment

2 students start classes they are eligible for first

3 mandate students to take their individual basic skills that they test at first, then allow them to continue to prep for their future classes

4 keep tutoring and reading and writing center

5 reframe name from "Basic Skills" to something more positive, friendlier and more politically correct

6 college students tutoring at high school, middle school and elementary schools i.e. Young Mentorship Program

7 utilize tools for preparation test

8 address K-12 education regarding math and Eng to prep them for college and real-work application

**Tables  
5 and 6**

### **Draft Goal 1: Student Success**

1 education plan

2 orientation

3 priority reg

4 speaking to counselor

5 computerized system for students

6 teach more classes for transfer every semester

7 required classes for major offered every semester

8 financial aid outreach

9 transfer center open more often - outreach to students

10 special programs for underserved

11 accommodating career changes

12 early career counseling

### **Draft Goal 2: Barriers to Programs & Services**

1 computer access - students to apply for admission

2 DSPS computer lab

3 Wi-Fi in student lounge/CTC

4 infrastructure at CTC

5 F.A. more time at CTC

# 2013-2017 Strategic Plan Charrette Comments from Classified Professionals and Students

## January 25, 2013

- 6 Basic skills classes - slowing down learning for other students
- 7 money
- 8 peer to peer mentoring - successful students mentor new students

### **Draft Goal 3: Quality**

- 1 money?
- 2 TTC upgrade
- 3 utilize textbook
- 4 instructor survey
- 5 updated softwares
- 6 mirror industries softwares
- 7 educate instructors and staff on new softwares
- 8 help students find job/career after
- 9 career opportunities on campus
- 10 FWS students get jobs related to career plan
- 11 more work experience classes

### **Draft Goal 4: Partnerships**

- 1 adult schools outreach
- 2 high schools outreach (ed plan/assessment testing/career counseling)
- 3 disassemble contract education and rebuild it in a different way
- 4 partnerships with other educational institutions - in small majors, maybe CSUF or Fresno Pacific could offer needed classes @ FCC fees for our students
- 5 internships
- 6 engage with business community MORE

### **Draft Goal 5: Values**

- 1 professional development - campus wide not specific just to administrators, faculty, classified
- 2 broaden Datatel training
- 3 active encouragement by managers for staff to be involved in governance
- 4 charrette should have included all - managers, faculty, students, classified
- 5 communication should involve how to better serve the students

### **Draft Goal 6: Communication**

- 1 cross communication/visits between departments
- 2 more face to face opportunities amongst staff/faculty
- 3 department tours
- 4 electronic communication with employer community on a monthly basis
- 5 more administrative visibility around all corners of the campus

### **Draft Goal 7: District Alignment**

- 1 district needs to stay focused
- 2 trickle down in regard to new rules and recommendations (tax % increase)
- 3 cross training between DO, staff, and campus
- 4 DO to recognize student need

### **Draft Goal 8: Accountability**

- 1 stop spending so much money on food
- 2 higher sufficient staff to accommodate students needs
- 3 commit more resources to classified staff
- 4 close down during summer/spring break

# 2013-2017 Strategic Plan Charrette Comments from Classified Professionals and Students

## January 25, 2013

- 5 close smaller centers that aren't being utilized
- 6 downsize training institute
- 7 stop hiring administrators

### **Key Issue: Basic Skills**

- 1 outreach to high school
- 2 recognize ESL and basic English Skills as different things
- 3 tutoring session for basic Eng and ESL
- 4 advisory for specific classes
- 5 all classes should have writing component
- 6 have basic skills in 6 weeks instead 18 weeks
- 7 recognize high school transcript
- 8 turn away students without basic math and Eng skills
- 9 work with high school on preparing students for college
- 10 partnership with adult school for student doing bad in basic math and Eng skills
- 11 raise expectations!!!!

### **Table 7 Draft Goal 1: Student Success**

- 1 internships
- 2 more tutorial services (applied tech, DSPS)
- 3 life skills workshop/classes for the general student population (balancing checkbooks, budgeting etc.)
- 4 student tours

### **Draft Goal 2: Barriers to Programs & Services**

- 1 financial - late payment of financial aid aren't able to purchase books until 2 weeks after school starts
- 2 books on reserve - text books are often stolen and not available
- 3 pell grant has been reduced to 6 years
- 4 grades - no repeat classes
- 5 classes - availability has been cut back

### **Draft Goal 3: Quality**

- 1 make sure current programs being offered are relevant and that there are job available
- 2 would like program review to look and make sure programs have the technology and ingenuity that is needed in that field
- 3 the content of the tests is not being covered in classes - would like them to be aligned

### **Draft Goal 4: Partnerships**

- 1 more communication within depts. on campus and programs - there is not a one stop shop if an individual has a need, they may not know which office or program can help them
- 2 departments have their own partnerships that other departments aren't aware of
- 3 website need to be updated

### **Draft Goal 5: Values**

- 1 recognize people and departments that are carrying out values - departments should communicate their programs and activities accomplished through
- 2 values - open communication between dept.

### **Draft Goal 6: Communication**

- 1 staff development should focus on what programs and departments have to offer
- 2 listen to the full question - oftentimes the student is sent to DSPS because they have a disability but their question may be financial aid
- 3 should be a help desk in all large buildings to answer student question

# 2013-2017 Strategic Plan Charrette Comments from Classified Professionals and Students

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4 tracking students process - anytime a student contacts a dept. they are asked ID and documentation on what has occurred

### **Draft Goal 7: District Alignment**

- 1 procedural and department manuals need to be established districtwide
- 2 dept. meetings set up districtwide
- 3 district goals should support campus goals
- 4 communication when items are decided often there is no communication coming out of all the meetings that are held

### **Draft Goal 8: Accountability**

- 1 recycle - ink cartridges, binders (if dept. no longer use - make available to areas and dept. that can use)
- 2 not allowing multiple vehicles to attend same conference

### **Key Issue: Basic Skills**

- 1 if a student does not pass the placement test they should only be able to take remedial classes till up to college level
- 2 counselors should be taken off all the special projects and be responsible for seeing students
- 3 re-evaluate course pre-req's and advisories - some of the advisories should be a pre-req

### **Table 8 Draft Goal 1: Student Success**

- 1 educational plan
- 2 goals
- 3 centralized location for services
- 4 consistent answers from everyone
- 5 first semester student ed plan
- 6 counseling on what their goals are
- 7 class for ed plan

### **Draft Goal 2: Barriers to Programs & Services**

- 1 language - foreign and academic
- 2 freshman guidance study class
- 3 classes - remedial (possibly adult school classes to get students to college level courses)
- 4 high schools with higher standards
- 5 minimum qualifications for enrollment
- 6 high schools offering English 125 classes in high school
- 7 math skills
- 8 DSPS services

### **Draft Goal 3: Quality**

- 1 slower pace for professor
- 2 teach students how to do work not just tell them what to do
- 3 understandable syllabus
- 4 too long of a waiting period to get added to class
- 5 3rd week in some cases
- 6 follow syllabus
- 7 collaboration between industry (jobs) and campus
- 8 train students to jobs that are available
- 9 more communication between instructors and students

### **Draft Goal 4: Partnerships**

- 1 police/sheriff's dept.

# 2013-2017 Strategic Plan Charrette Comments from Classified Professionals and Students

## January 25, 2013

- 2 veteran's program
- 3 pathways program - PG&E
- 4 City and County of Fresno - skills equated to classes
- 5 green industry jobs
- 6 bank internships
- 7 work experience with local business
- 8 collaborate with CTC - work prep classes, work ethic
- 9 job club - speakers for business (what are they looking for in employers)
- 10 job shadowing
- 11 dress for work
- 12 vocational ed programs

### Draft Goal 5: Values

- 1 international week
- 2 once a month, cultural food fair
- 3 education
- 4 work together - cohesive departments
- 5 we don't have a culture of cooperation on campus
- 6 discuss department differences
- 7 campus newsletter (what other departments are doing, changes (financial aid, admission policy changes), communicate campus wide so others know of changes)

### Draft Goal 6: Communication

- 1 better communication but we never talk to each other
- 2 classified and faculty have no communication
- 3 newsletter to find out what other divisions are doing (what services they provide, what events are coming up)
- 4 say what you do, do what you say
- 5 follow through

### Draft Goal 7: District Alignment

- 1 how can the district align with us
- 2 FCC brings in 66% of monies yet other campus/receive more than their fair share of budgets
- 3 managers do not share what goes on in meetings that affect classified staff
- 4 communication is the key issue of all these questions - there is no communication on this campus
- 5 more accessible to students
- 6 share and discuss changes before they are made

### Draft Goal 8: Accountability

- 1 Less administrators, PIO, district communication officer, seems like the same job and 3 different people doing the same job (XXXX, XXXX, XXXX)
- 2 Why does the Board go on a retreat and stay overnight when they can do the same job here on campus?
- 3 District Office has no idea what the campus does.
- 4 More police presence on campus (visible, to cut down on skateboarders destroying property. Students agitating other students)

### Key Issue: Basic Skills

- 1 minimum level for math and English before they can enroll
- 2 put pressure on high and middle schools to have a higher standard on math and English skills
- 3 Fresno City is always considered 2nd choice for most seniors in high school

### Table 9 Draft Goal 1: Student Success

# 2013-2017 Strategic Plan Charrette Comments from Classified Professionals and Students

## January 25, 2013

- 1 student success program - resource sheet
- 2 percentage of students who actually see a counselor is very low
- 3 college relations looking after students in high school who are planning to come to continue this reg to go
- 4 financial aid - important forms needed to complete those forms to get it
- 5 tutoring - students unaware of how to utilize these services

### **Draft Goal 2: Barriers to Programs & Services**

- 1 online chat with counselors for students who only attend at night - part time counselors at night
- 2 limited hours to the web room - increase limited access - not everyone can come during limited hours
- 3 fix the Wi-Fi access to the campus
- 4 guidelines to financial aid and the process to receive the aid
- 5 debit card to utilize for textbooks that is tied into their financial aid, may aid in the success or a voucher system ties to more financial aid programs
- 6 \$100 ASG book loan is a good program
- 7 library increase monies for their reserved section of textbooks

### **Draft Goal 3: Quality**

- 1 problems getting into Blackboard - computer loan program for students who don't have one
- 2 tech support for students? Blackboard and email, Web Advisor are the only support available
- 3 part-time instructors are not as accessible for students - if part-timers/full timers use ETC
- 4 capacity of classrooms where many students are waitlists, increasing the numbers of classes offered

### **Draft Goal 4: Partnerships**

- 1 looking for grant money
- 2 example - food services
- 3 are deans looking to businesses
- 4 looking to larger universities for materials
- 5 reaching out to alumni, look at success stories
- 6 Alumni Association
- 7 a week to focus on alumni
- 8 look at Centennial Celebration, condense that experience
- 9 celebrate our college's community

### **Draft Goal 5: Values**

- 1 integrity of administrators
- 2 get qualified people in right places
- 3 form a review panel for how a position is functioning
- 4 administrator oversight
- 5 Are budgets and deadlines being met?
- 6 yearly evaluation by more than one person - direct manager and adjacent manager
- 7 partnership between areas

### **Draft Goal 6: Communication**

- 1 website overhaul
- 2 updates - Who does it? Has staff been trained?
- 3 alternate emails for students
- 4 keeping up with current high profile methods of communication
- 5 if people are engaged in Facebook, why can't they be engaged in Blackboard for a class
- 6 "How to Survive College Class" - time management, checking email
- 7 "How to come back to college as an older student"

# 2013-2017 Strategic Plan Charrette Comments from Classified Professionals and Students

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8 "How to survive and thrive in college"

### **Draft Goal 7: District Alignment**

- 1 same class numbers across campuses - e.g.: 123456F (FCC)/ 123456R (Reedley)
- 2 making use of meeting agendas
- 3 checking Chancellor involvement with students on all campuses
- 4 have Chancellor be more visible
- 5 state of the campus event
- 6 get a message out prior to the local media's coverage
- 7 better communication from the top
- 8 What plans were announced last year? What is current status?
- 9 bring back printed schedule

### **Draft Goal 8: Accountability**

- 1 more openness as far as the budget - what is being spent where
- 2 more visibility with Office Depot supply ordering - monthly report
- 3 implement supply inventory systems
- 4 be more aware of resources in each area so as to not over-order
- 5 update heating and cooling systems

### **Key Issue: Basic Skills**

- 1 more availability of remedial classes
- 2 more availability of tutoring
- 3 mandatory placement tests upon admission
- 4 more collaboration between math and English instructors to share what works in the classroom
- 5 use one math book/one English book for basic skills classes
- 6 high school teachers and community college teachers - collaborate
- 7 encourage faculty collaboration
- 8 set goals for each division to encourage faculty collaboration
- 9 accessibility of online tutorials