Operational Goal	Completion Date
1.0 Review Board Policies and related administrative procedures for Student Services area	**Ongoing**
Institutional Goal: *#1 Promote academic excellence and critical thinking across all areas and disciplines*	
Objective:	
1.1 Update Board Policies and administrative procedures for Student Services area	Ongoing
Activity:	
1.1.1 Review identified policy language and consider input from SSAG and Managers when making changes	Ongoing
1.1.2 Prepare new policy language and, when appropriate, administrative procedure for review	Ongoing
1.1.3 Provide copy of updated policies and administrative procedures to PACC	Ongoing
Status Report: *Several policies remain ready or close to ready to process. Financial Aid Scholarship Process and Service Animal policies are under development. Several others will be forwarded to PACC in Fall 2010.*	
Operational Goal	
2.0 Continue to develop an outreach program that is inclusive of all MPC programs and services	**Ongoing**
Institutional Goal*: #2 Foster a climate that promotes diversity throughout the institution* **Institutional Goal:** *#3 Grow enrollment and build MPC into an economic driving force for the Monterey area by supporting and developing programs that teach employable skills* **Institutional Goal***: #5 Provide educational programs/services in Seaside and Marina that meet community needs*	
Objective:	

2.1 Increase enrollment and student diversity	
Activity:	
2.1.1 In consultation with EAC and using available resources, review and adjust MPC's Outreach Goals	Fall 09
2.1.2 Continue to work with community organizations to support recruitment of target populations	Ongoing
2.1.3 In consultation with Student Services program managers, increase presence at area High Schools and maintain relationships with area High Schools	Ongoing
2.1.4 Continue to develop and implement an Outreach Plan that supports outreach for all students, in particular, target groups	Ongoing
2.1.5 Develop an action plan to fund a new position "College Outreach Coordinator"	Spring 10
Status Report: *Enrollment increases achieved. Diversity achieved but needs attention. High School assessments provided to all District public high schools. Outreach is coordinated/monitored by Dean of Student Services' office. Outreach is occurring throughout the district. Outreach letters are being mailed to each public high school graduate in the District.*	
Operational Goal	
3.0 Provide Technical Resources to Student Services	**Ongoing**
Institutional Goal: #1 Promote academic excellence and critical thinking across all areas and disciplines **Institutional Goal: #7 Maintain and improve district facililties**	
Objective:	
3.1 Maximize the use of the Santa Rosa System and other Student Services technical support systems	Ongoing
Activity:	

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3.1.1 In consultation with the IT Department, continue to assess uses of the Santa Rosa System to address Student Services needs	Ongoing
3.1.2 Define new uses of the Santa Rosa System	Ongoing
3.1.3 In consultation with Student Services managers and staff assess Student Services technical support systems to address current and future needs	Ongoing
Status Report: *Santa Rosa is challenging at times but continues to run. Financial Aid and IT have collabered on system to support Summer Pell and Direct Loan programs. Student Services is working with IT and Academic Affairs to develop implementation schedule for new Santa Rosa system. IT and Student Services collaborated on adjusting system during registration process to increase efficiency and access.*	
Operational Goal	
4.0 Promote collaboration between Student Services and Academic Affairs	**Ongoing**
Institutional Goal: *#1 Promote academic excellence and critical thinking across all areas and disciplines* **Institutional Goal***: #2 Foster a climate that promotes diversity throughout the institution* **Institutional Goal:** *#3 Grow enrollment and build MPC into an economic driving force for the Monterey area by supporting and developing programs that teach employable skills* **Institutional Goal:** *#4 Create pathways to success that address the diverse, holistic needs of all MPC students* *Institutional Goal: #5 Provide educational programs and services in Seaside and Marina that meet community needs* **Institutional Goal:** *#6 Ensure adequate levels of personnel to support current programs and establish priorities for future growth*	
Objective:	
4.1 Support communication between Student Services and Academic Affairs, Administration, Faculty and Staff	Ongoing
Activity:	
4.1.1 Continue to work in consultation with the Vice President of Academic Affairs to implement mutual strategies for Student Services	Ongoing

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4.1.2 In consultation with the Vice President of Academic Affairs create opportunities for Student Services and Academic Affairs faculty to discuss issues pertinent to both areas	Ongoing
4.1.3 Schedule regular meetings between Deans of Academic Affairs and Student Services	Ongoing
Status Report: *Marina Ed Center services, Kurzweil, PASS, Enrollment Priorities, Add Drop Reporting and VATEA are all examples of tasks that Student Services and Academic Affairs have communicated and implemented strategies to address. Enrollment Priorities are currently under review with a recommendation expected from committee composed from Student Services and Affair Affairs.*	
Operational Goal	
5.0 In collaboration with the Vice President of Academic Affairs implement student support programs to enhance student success, retention and student attainment of goals.	**Fall 09**
Institutional Goal: #1 Promote academic excellence and critical thinking across all areas and disciplines **Institutional Goal: #2 Foster a climate that promotes diversity throughout the institution** **Institutional Goal: #4 Create pathways to success that address the diverse, holistic needs of all MPC students** **Institutional Goal: #5 Provide educational programs and services in Seaside and Marina that meet community needs** **Institutional Goal: #6 Ensure adequate levels of personnel to support current programs and establish priorities for future growth**	
5.1 In collaboration with Academic Affairs develop the implementation of basic skills initiatives	Ongoing
Objective:	
5.2. Develop a student support program for underrepresented students	Ongoing
Activity:	
5.2.1 In collaboration with the Vice President of Academic Affairs and the Student Services Task Force develop a student success program.	Spring 09

5.2.2 In collaboration with the Vice President of Academic Affairs find resources and funds to support a student success program	Spring 10
Status Report: *PASS Program and Basic Skills counseor participation in ESL classes haven proven to be successful. BSI Fund currently continue to support new Student Success programs.*	
Operational Goal	
6.0 In collaboration with Student Services managers, Deans and program staff continue to develop Student Learning Outcomes for Student Services programs	**Ongoing**
Institutional Goal: *#1 Promote academic excellence and critical thinking across all areas and disciplines* *Institutional Goals #3 Grow enrollment and build MPC into an economic driving force for the Monterey area by supporting and developing programs that teach employable skills* **Institutional Goal:** *#4 Create pathways to success that address the diverse, holistic needs of all MPC students*	
Objective:	
6.1 Develop Student Learning Outcomes and Assessment Strategies.	Ongoing
Activity:	
6.1.1 In consultation with Student Services Managers, continue to develop activities to define and discuss learning outcomes with Student Services staff	Ongoing
6.1. 2 Continue to provide guidance and support in developing program specific learning outcomes	Ongoing
6.1.3 Monitor and review data in regards to the measurement and analysis of student learning outcomes	Ongoing
Status Report: *SLO's have been developed for all Student Services programs. Dialogue has occurred and assessments have been completed. Program Review, CoMa discussions and Academic Senate supported dialogue during flex day with docmented updates and SSAG discussion during accreditation team visit assisted in continuing to define, discuss and assess SLO's with Student Services staff.*	
Operational Goal	

7.0 In collaboration with Student Health Services professionals, develop a campus emergency response team	**Fall 08**
Objective:	
7.1 Develop and implement a Crisis Emergency Response Team (CERT) to address mental health behaviorial issues	Spring 09
Activity:	
7.1.1 Develop an information and training program for MPC staff	Fall 09
7.1.2 Develop a targeted training program for members of the campus CERT Team	Spring 09
7.1.3 Host a targeted training session for MPC CERT Team members	Fall 09
7.1.4 Inform campus community of the role of the CERT Team, the membership and contact information	Fall 09
7.1.5 Inform the campus community of procedures to follow when addressing a crisis	Fall 09
7.1.6 Develop an incident assessment/evaluation/report process to document actions taken by CERT Team while addressing crisis	Spring 09
Status Report: *CERT team has been developed and implemented. Flex day workshop to provide information and training for MPC staff scheduled for Fall flex day. CERT team has been trained by Red Cross and additional training sessions are being developed with area agencies. Incident assessment documents have been developed.*	
Operational Goal	
8.0 Continue to provide leadership in the building process for the new Student Services building.	**Ongoing**

Institutional Goal: *#2 Foster a climate that promotes diversity throughout the institution* **Institutional Goal:** *#4 Create pathways to success that address the diverse, holistic needs of all MPC students* *Institutional Goal: #7 Maintain and improve District facilities*	
Objective:	
8.1 Communicate progress on construction of Student Services Building	Fall 09/Spring 10
Activity:	
8.1.1 Attend weekly scheduled construction meetings throughout building of project	Ongoing
8.1.2 In consultation with the project team develop meeting schedule	Fall 09
8.1.3 Monitor, review and communicate with SSAG, College Council and the Board about construction progress	Ongoing
Objective:	
8.2 Plan for the occupation of Student Services Building	Spring 10
Activity:	
8.2.1 Develop a move-in plan for Student Services staff that occupy the building	Spring 10
8.2.2 Implement move-in to new building	Summer 10
8.2.3 Develop a grand opening for new Student Services Building	Summer 10

Status Report: *Progress on construction has been communicated to Governing Board, SSAG, College Council and CoMa. Although project team has not met recently, most members participate on one or more of groups listed above. Construction meetings are attended on a regular basis. Initial move-in discussions ahve occurred at SSAG and CoMa and shared at the construction meetings. A workshop was held for all Student Services staff to discuss change in general and specifically moving into a new building.*	
Operational Goal	
9.0 In collaboration with the Vice President of Academic Affairs and Student Services Managers develop a plan to provide comparable services and staffing to meet the needs of students at the Education Center in Marina.	**Ongoing**
Institutional Goal: #1 Promote academic excellence and critical thinking across all areas and disciplines. **Institutional Goal: #2 Foster a climate that promotes diversity throughout the institution** **Instructional Goal: #3 Grow enrollment and build MPC into an economic driving force for the Monterey area by supporting and developing programs that teach employable skills** **Institutional Goal: #4 Create pathways to success that address the diverse, holistic needs of all MPC students** **Institutional Goal: #5 Provide educational programs and services in Seaside and Marina that meet community needs** **Institutional Goal: #6 Ensure adequate levels of personnel to support current programs and establish priorities for future growth**	
Objective:	
9.1 In consultation with Student Services Managers and Coordinators develop a comparable services plan for implementation	Ongoing
Activity:	
9.1.1 In collaboration with the Vice President of Academic Affairs review current and proposed course patterns for the Education Center in Marina	Ongoing
9.1.2 Assess students need for services at the Education Center in Marina	Fall 09
9.1.3 Develop a staffing plan that addresses students need at Marina Ed Center	Ongoing

9.1.4 Develop Action Plans to achieve funding for staffing plan	Spring 10
9.1.5 Implement staffing plan for Marina Ed Center	Spring 11
Status Report: *Student Services Managers and Coordinators have developed a comparable service plan for the Education Center. Student Services' needs have been assessed and those services most needed have been scheduled and provided. A current staffing plan is in place with a posted schedule provided for information at the Ed Center. Action Plans for staffing needs are to be developed.*	