

# Victor Valley Community College District

## Victor Valley College

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### Educational Master Plan 1998-2005+

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## Chapter 9: The Role Of Student Services

### 1. Overview Of Student Services

#### 1.1 *Organization Chart*

A diagram of the organizational structure of the Victor Valley Community College District Student Services appears on the following page.

### 2. Characteristics Of Student Services

#### 2.1 *Brief History Of Development*

The role of student services has always been to promote student success. This has been accomplished in an array of methods. Today, our student population is extremely diverse and so are their needs. The role of student services is to continue to develop methods of providing services in the most efficient but least intimidating manner possible.

#### 2.2 *Current Mission And Role Of These Services*

The mission of student services is to provide a variety of innovative and comprehensive support services which promote student success at Victor Valley College.

#### 2.3 *Breadth And Description Of Services And Programs*

The programs and activities of Student Services are aligned around four clusters. Those clusters and the programs within them are as follows.

##### **Admissions and Records Cluster**

- Admissions
- Registration
- Petitions
- Transcripts
- Evaluations for graduation
- Grades, census, roll sheets
- Instructor liaison—all areas
- Verifications
- Informational services to internal and external customers

**Student Development Cluster**

- Assessment and Orientation
- Career Center
- Transfer Services
- Counseling/New Horizons

**Outreach And Advisement Cluster**

- High School Outreach
- Non-Credit Matriculation
- Athletics
- Disabled Student Program Services
- EOPS/CARE

**Support Services Cluster**

- Academic Commons (Learning Center/Basic Skills)
  - ⇒ Instructional Support Staff Training
  - ⇒ Language Laboratory
  - ⇒ Technological Delivery Systems
  - ⇒ Tutoring
- Library
- Instructional Media
- ESL
- Title IV Student Support

**3. 1998-2005 Mission, Goals And Objectives Of Student Services****3.1 Individual Student Services Program Cluster Goals And Objectives - Admissions And Records**


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**ADMISSIONS AND RECORDS**


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**3.1A Programs In This Cluster**

- Admissions
- Registration
- Petitions
- Transcripts
- Evaluations for graduation
- Grades, census, roll sheets
- Instructor liaison—all areas
- Verifications
- Informational services to internal and external customers

**3.1B Overall Goals For This Cluster**

- Provide up-to-date technological service to the students while providing staff with the tools and training to implement the best service available.

**Short Term:** • To improve the admissions, registration and records process for students and staff in a more timely and customer friendly manner.

**Long Term:** • To improve equipment and technology to be in step with the ever changing needs of our students, faculty and staff.

## ADMISSIONS AND RECORDS

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ing needs of our students, faculty and staff.

### 3.1C *Specific Goals, Objectives And Resource Needs For This Cluster*

**GOAL #1: To improve quality of service.**

- Short Term Objectives:**
- Replace counter equipment as needed to current technological and OSHA standards. (computers, printers, scanners, and keyboards).
  - Communicate need to MIS for new registration programs to allow easier access between categories, eliminating the need for passwords between each. (history, registration, etc.).
  - Evaluate entry transcript and V.A. credit
  - Implement Docstar "scanner" for current and historical documents.
  - Develop degree audit system.
  - Reduce student lines.
  - Eliminate manual entry of census information and positive hours.
  - Develop faculty grade entry and student grade access by phone.
  - Change repeat course grades immediately upon completion.
- Long Term Objectives:**
- Increased Staffing.
  - Larger Facilities.

**Resources Required - Short Term:**

- Personnel*
- Additional staff as required by work demand and enrollment.
- Facilities/Equipment*
- Workstations for new personnel.
  - (5) new PC's, keyboards, printers and scanners for counter.
  - Shredder.
  - Copier.
  - Imaging and Scanning Equipment.
- Other Requirements*
- Continued maintenance on leased equipment.
  - Maintenance contracts on any new purchased equipment.
- Professional Development*
- Continued workshops for new software and programs introduced.

**Resources Required - Long Term:**

- Personnel*
- Additional staff as required by work demand and enrollment.
- Facilities/Equipment*
- Upgrade office equipment to current technological standards.
  - Continued expansion of admissions, records and registration area to meet the ever increasing need for space to provide efficient and quality service.
- Other Requirements*
- None identified.
- Professional Development*
- None identified.

**GOAL #2: Improve organization and storage of material and records via larger work area.**

- Short Term Objectives:**
- Add shelves to vault to eliminate clutter and further damage to existing file cabinets.

## ADMISSIONS AND RECORDS

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- Expand front counter.
- Assign specific areas for ARR printed materials and supplies.
- Discard all outdated and unusable materials and supplies.
- Input all student records on data base.
- Make records for transcripts and evaluations for graduation completely automated.

**Long Term Objectives:** • None identified.

**Resources Required - Short Term:**

*Personnel* • Additional staff as required by work demand and enrollment.

*Facilities/Equipment* • Imagery scanners for transcripts and records.  
 • Shelves above existing file cabinets in vault area.  
 • New file cabinets.  
 • Workstations for new personnel.

*Other Requirements* • Supplies for new equipment (official transcript paper, computerized evaluations forms).  
 • Maintenance contracts on any new equipment.

*Professional Development* • Training on new equipment.

**Resources Required - Long Term:**

*Personnel* • Additional staff as required by work demand and enrollment.

*Facilities/Equipment* • Scanning and imaging equipment.  
 • Workstations for additional employees.

*Other Requirements* • None identified.

*Professional Development* • Organizational Skills classes.  
 • Time management classes.  
 • Records management classes.

<b>GOAL #3: Continue to improve communication between and within departments.</b>
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**Short Term Objectives:** • Regular meetings with MIS to go over problems and issues.  
 • Cross training of department functions and positions.  
 • Training updates to explain program changes and techno language.

**Long Term Objectives:** • None identified.

**Resources Required - Short Term:**

*Personnel* • Substitute personnel to cover during times for training.

*Facilities/Equipment* • None identified.

*Other Requirements* • None identified.

*Professional Development* • Workshops for anger management.  
 • Workshops for communication skills.

## ADMISSIONS AND RECORDS

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### Resources Required - Long Term:

- Personnel* • None identified.
- Facilities/Equipment* • None identified.
- Other Requirements* • None identified.
- Professional Development* • None identified.

### 3.2 Program Cluster Goals, Objectives, Resource Needs - Student Development

## STUDENT DEVELOPMENT

### Assessment and Orientation

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**3.2A.1 Programs In This Cluster** • Assessment and Orientation

**3.2B.1 Overall Goals For This Cluster**

- Short Term:**
  - Reestablish and expand the Assessment Center.
  - Administer academic "make-up" tests (paper and pencil).
  - Review "disparate impact" and "cut scores."
- Long Term:**
  - Provide earlier and better multiple-type assessments.
  - Provide a diversity of assessments to include Academic, Learning Styles, Study Skills, etc.
  - Review alternative methods of orientation and supplemental academic department orientations.

**3.2C.1 Specific Goals, Objectives And Resource Needs For This Cluster**

**GOAL #1: Relocate the Assessment Center into a larger facility and increase the number of computer stations from 12 to at least 25. Include provisions to administer quiet-room academic testing ("make-up" tests), and proctoring, for faculty accommodation.**

- Short Term Objectives:**
- Improve student access to Assessment and "make-up" testing.
  - Eliminate lines and waiting list environment.

- Long Term Objectives:**
- Diversify the types of assessment and testing instruments.
  - Assist students, faculty, counselors, etc., by creating a multitude of assessment options including some diagnostic testing.

**Resources Required - Short Term:**

- Personnel*
  - 1-Testing Specialist (or Assessment Coordinator) (100%) as required by program growth.
  - 1-Testing Technician (50%) as required by program growth.
  - 1-Office Assistant/Proctor (100%) as required by program growth.
- Facilities/Equipment* • Minimum 900 sq. ft. testing area with noise and climate controls.

## STUDENT DEVELOPMENT Assessment and Orientation

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- Minimum 25 computer test stations with sufficient writing surface.
  - Small waiting room area for staging incoming and outgoing students outside of the actual testing environment.
  - Other Requirements*
    - Funding for trained part-time employee to allow coverage in the absence of full-time personnel.
    - Repair and or replacement monies to minimize equipment downtime.
  - Professional Development*
    - Funding to allow staff training and staff attendance at professional seminars and workshops both on and off campus.
- Resources Required - Long Term:**
- Personnel*
    - 1-Assessment Coordinator (100%) as required by program growth.
    - 1-Testing Technician (100%) as required by program growth.
    - 1-Office Assistant/Proctor (100%) as required by program growth.
  - Facilities/Equipment*
    - Replacement computers with mini-towers positioned under or at sides of tables (lower profile is student accommodation).
    - Scantron equipment to allow follow-on test grading in lieu of faculty grading.
  - Other Requirements*
    - Funding for trained part-time employee to provide coverage in the absence of full-time personnel.
    - Repair and or replacement monies to minimize equipment downtime.
  - Professional Development*
    - Funding to allow staff training and staff attendance at professional seminars workshops, and association meetings.

**GOAL #2: Create a One-Stop Assessment Center stocked with computer programs to provide multiple types of assessment (Academic, Counseling, Learning Styles, Study Skills, etc.) so that the facility will be an assessment resource for students, counselors, faculty, etc.**

- Short Term Objectives:**
- Build support for change to create a multi-task Assessment Center.
  - Create the funded potential for expansion of the Assessment Center into a One-Stop, multi-task facility.

- Long Term Objectives:**
- Provide multiple assessment services (including diagnostic assessments) to students, faculty, and the community.

**Resources Required - Short Term:**

- Personnel*
  - 1-Testing Specialist (or Assessment Coordinator) (100%) as required by program growth.
  - 1-Testing Technician (50%) as required by program growth.
  - 1-Office Assistant/Proctor (100%) as required by program growth.
- Facilities/Equipment*
  - Minimum 900 sq. ft. testing area with noise and climate controls, minimum 25 computer test stations with sufficient writing surface.
  - Small waiting room area for staging incoming and outgoing students outside of the actual testing environment.
- Other Requirements*
  - Funding for trained part-time employee to allow coverage in the absence of full-time personnel.

## STUDENT DEVELOPMENT Assessment and Orientation

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- Repair and or replacement monies to minimize equipment downtime.
- Professional Development* • Funding to allow staff training and staff attendance at professional seminars, workshops, and association meetings.

### Resources Required - Long Term:

- Personnel* • 1-Assessment Coordinator (100%) as required by program growth.
- 1-Testing Technician (100%) as required by program growth.
- 1-Office Assistant/Proctor (100%) as required by program growth.
- Facilities/Equipment* • Upgraded computers w/mini-towers positioned under or at the sides of tables (lower profile is a student accommodation).
- Scantron equipment to allow on-site test grading in lieu of faculty grading.
- Other Requirements* • Funding for trained part-time employee to provide coverage in the absence of full-time personnel.
- Repair and or replacement monies to minimize equipment downtime.
- Professional Development* • Funding to allow staff training and staff attendance at professional seminars, workshops, and association meetings.

**GOAL #3: Create a community resource by providing fee-based specialized assessment services at Victor Valley College. Provide specific assessment services to Distance Learners, the Business Community, and individuals seeking such service.**

- Short Term Objectives:**
- Research the viability of using site-licensed assessment programs.
  - Research the viability of creating a new community service.
  - Via research, establish preliminary parameters of such service.

- Long Term Objectives:**
- Establish VVC as a community resource for access to assessments.
  - Develop a source of income to supplement or pay for assessment services.

### Resources Required - Short Term:

- Personnel* • Not applicable at this time...pending goal development.
- Facilities/Equipment* • Using existing equipment supplemented with additional software programs.
- Other Requirements* • Unknown at this time.
- Professional Development* • Unknown at this time.

### Resources Required - Long Term:

- Personnel* • Possible increase of one Testing Technician or Part-Time Employee.
- Facilities/Equipment* • Using existing equipment supplemented with additional software programs.
- Other Requirements* • Unknown at this time.
- Professional Development* • Unknown at this time.

**GOAL #4: Review alternative methods of orientation and supplemental academic depart-**

## STUDENT DEVELOPMENT Assessment and Orientation

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ment orientations.

### 3.2D.1 Summary Of Requirements For This Cluster

#### Short Term (1998-2000):

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|---------------------------------|--|
| <i>Personnel</i>                | <ul style="list-style-type: none"> <li>• 1-Testing Specialist/Assessment Coordinator (100%) as required by program growth.</li> <li>• 1-Testing Technician (50%) as required by program growth.</li> <li>• 1-Office Assistant/Proctor (100%) as required by program growth.</li> </ul> |
| <i>Facilities/Equipment</i>     | <ul style="list-style-type: none"> <li>• 900 sq. ft. testing area with noise and climate controls.</li> <li>• Minimum 25 Pentium computer stations w/writing surface areas.</li> <li>• Small waiting room/staging area, for incoming and outgoing students.</li> </ul>                 |
| <i>Other Requirements</i>       | <ul style="list-style-type: none"> <li>• Funding for a trained part-time employee to provide coverage in the absence of full-time personnel.</li> <li>• Repair and or replacement monies to minimize equipment downtime.</li> </ul>  |
| <i>Professional Development</i> | <ul style="list-style-type: none"> <li>• Funding and release time to allow staff training and attendance at professional seminars, workshops, and association meetings.</li> </ul>   |

#### Long Term (2001-2005+):

- |                                 |   |
|---------------------------------|---|
| <i>Personnel</i>                | <ul style="list-style-type: none"> <li>• 1-Assessment Coordinator (Assessment Specialist) (100%) as required by program growth.</li> <li>• 1-Testing Technician (100%) as required by program growth.</li> <li>• 1-Office Assistant/Proctor (100%) as required by program growth.</li> </ul>                    |
| <i>Facilities/Equipment</i>     | <ul style="list-style-type: none"> <li>• Upgraded mini-tower computers (minimum 25).</li> <li>• Scantron equipment to score make-up tests.</li> </ul>   |
| <i>Other Requirements</i>       | <ul style="list-style-type: none"> <li>• Increased (unknown) funding for additional assessment software programs and diagnostic test instruments.</li> <li>• ESL computer software program (LOEP) now being developed (cost unknown at this time).</li> <li>• Part-time hourly replacement coverage.</li> </ul> |
| <i>Professional Development</i> | <ul style="list-style-type: none"> <li>• Funding and release time to allow staff training and attendance at professional seminars, workshops, and association meetings.</li> </ul>  |

## STUDENT DEVELOPMENT

### Career Center and Transfer Services

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- 3.2A.2 Programs In This Cluster**
- Career Center
  - Transfer Services

**3.2B.2 Overall Goals For This Cluster**

- Short Term:**
- Ensure availability of resources to diverse students.
- Long Term:**
- Provide technologically advanced career research and transfer systems.

**3.2C.2 Specific Goals, Objectives And Resource Needs For This Cluster**

**GOAL #1: Meet the variety of educational planning and career research requirements of divergent groups.**

- Short Term Objectives:**
- Broaden access of College Source (college catalogs on the Internet) to include faculty research projects for curriculum development and students (Currently available for Counseling, Transfer Services and Admissions).
  - Develop a transfer center plan with a goal of increasing transfer 10% annually.
  - Explore offering 4-year coursework on campus.
  - To increase outreach to VVC students.
  - Recognizing the specific urgency in clientele due to CalWORKs, we will address the distinct educational and career backgrounds and future employment requirements of this population.

- Long Term Objectives:**
- To aggressively build additional partnerships with the agencies and resources that provide a wider range of services to the non-traditional public sector.

**Resources Required - Short Term:**

- Personnel*
- Office Assistant position.
- Facilities/Equipment*
- Additional computer workstations, currently four (4) Hewlett Packard Pentium Vectra VL computers are used in the SDC. Four additional computers should be acquired as soon as possible, in order to provide network access.
- Other Requirements*
- Staffing and equipment budgets will need to be increased.
- Professional Development*
- All employees must be members of the California Registry of Paraprofessional Career Technicians.
  - Attend Eureka semi-annual training sessions.
  - Participate in Region Nine (IX) Transfer quarterly meetings.
  - Participate in CalWORKs workshops and informational meetings.

**Resources Required - Long Term:**

- Personnel*
- Additional Registered Paraprofessional Student Development Specialist.
- Facilities/Equipment*
- Continue converting computer units to maintain high level of technology.
  - Additional square footage for increased client load.
- Other Requirements*
- Training costs (see below).

## STUDENT DEVELOPMENT

### Career Center and Transfer Services

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- Professional Development*
- Acquire quality training to enhance interpersonal skills needed to interact with former substance abusers, high school dropouts, and educationally disadvantaged adults.

#### GOAL #2: Acquire a Security System to prevent theft.

- Short Term Objectives:**
- Purchase equipment necessary to prevent unauthorized removal of books and catalogs.
  - Decrease budget costs for replacement materials.

- Long Term Objectives:**
- Establish regular procedures to insure that all newly acquired materials are activated for the security system.

**Resources Required - Short Term:**

- Personnel*
- Office Assistant position (as noted in Goal #1).
- Facilities/Equipment*
- Security alarm system similar to one used in Library.
- Other Requirements*
- Supplies to activate materials (magnetic strips).
  - Installation and maintenance costs.
- Professional Development*
- Security system training.

**Resources Required - Long Term:**

- Personnel*
- None.
- Facilities/Equipment*
- Upgrade Security system as needed.
- Other Requirements*
- Annual maintenance fees and materials for new acquisitions.
- Professional Development*
- None identified.

#### GOAL #3: Increase availability of four-year institutions offering transfer services at Victor Valley College.

- Short Term Objectives:**
- Acquire Internet access to four year institutions for on-line applications, articulation information and communications with the staff via E-mail for Victor Valley College staff and students.

- Long Term Objectives:**
- Communication links with additional four year institutions to assure that the public is up to date on availability, and can access "transcripts" on-line, so that both parties have information readily available.

**Resources Required - Short Term:**

- Personnel*
- Computer instructional aide to assist public in utilizing the on-line services available from other education institutions.
- Facilities/Equipment*
- Dedicated Internet computers and equipment.
  - Additional work space for clients.
- Other Requirements*
- None.
- Professional Development*
- Professional Internet training.

**Resources Required - Long Term:**

**STUDENT DEVELOPMENT**  
**Career Center and Transfer Services**

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*line*

- Personnel* • None identified.
- Facilities/Equipment* • None identified.
- Other Requirements* • None identified.
- Professional Development* • None identified.

**STUDENT DEVELOPMENT**  
**Counseling**

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- 3.2A.3 Programs In This Cluster**
  - Counseling
  - New Horizons
- 3.2B.3 Overall Goals For This Cluster**
  - Short Term:**
    - Expand counseling services provided to students and meet matriculation mandates.
  - Long Term:**
    - Expand counseling services provided to students, meet matriculation mandates and Standards of Practice for California Community College Counseling Programs.
- 3.2C.3 Specific Goals, Objectives And Resource Needs For This Cluster**

**GOAL #1: Reduce generalist counselor - student ratio to meet the statewide standards of 1 : 1000.**

- Short Term Objectives:**
  - Expand the New Horizons user population.
  - Add bilingual and athletic/outreach counselors.
  - Improve coordination with career/transfer and assessment.
  - Expand availability of academic program information.
  - Provide expanded follow-up of probation/dismissal, basic skills, undeclared students.
- Long Term Objectives:**
  - Hire generalist counselors, as needed, each year to obtain a counselor - student ratio at 1:1000.

**Resources Required - Short Term:**

- Personnel*
  - One counselor/coordinator.
  - An additional part-time data-entry clerk to begin Fall 1998.
- Facilities/Equipment*
  - Full office set-ups (furniture, computers, monitors, printers, phones) for each additional counselor.
  - Full office set-ups for present support staff and each additional support staff (\$2.5K each).
- Other Requirements*
  - Professional journals, books and videos and consultant fees.
- Professional Development*
  - Formal orientation and training for all new counselors and support staff.
  - Professional journals, books, videos, and consultant fees.

**Resources Required - Long Term:**

## STUDENT DEVELOPMENT Counseling

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- Personnel*
  - One or more generalist counselors as required by program growth.
  - Additional support staff as needed.
- Facilities/Equipment*
  - Full office set-ups for each new counselor.
  - Full office set-ups for each new support staff.
- Other Requirements*
  - None identified.
- Professional Development*
  - Formal orientation and training for new staff.
  - Professional journals, books, videos and consultant fees.

**GOAL #2: Upgrade computerized technology to enhance delivery of counseling services to students.**

- Short Term Objectives:**
- Enhance computerized technology that supports efficient and accurate entry transcript evaluation and degree audit.
  - Electronic access to student educational plans and historical records.
  - Technologies to document accurately and efficiently the student use of services.
  - A department Web page by Spring 1999.

- Long Term Objectives:**
- Continue to upgrade as new technologies are developed.

**Resources Required - Short Term:**

- Personnel*
  - See ARR requests.
- Facilities/Equipment*
  - See ARR requests.
- Other Requirements*
  - Additional RAM for ASSIST immediately.
  - Formal training of counselors and support staff as needed.
- Professional Development*
  - Formal training of counselors as technology is upgraded.
  - Formal training of support staff as technology is upgraded.

**Resources Required - Long Term:**

- Personnel*
  - See ARR requests.
- Facilities/Equipment*
  - See ARR requests.
- Other Requirements*
  - Formal training of counselors as technology is upgraded.
  - Formal training of support staff as technology is upgraded.
- Professional Development*
  - None identified.

**GOAL #3: Expand group advising and counseling services to students through use of workshops, short-term classes and Internet programs.**

- Short Term Objectives:**
- Offer varied workshops and classes to meet changing student needs, such as choosing a major, academic success, developing interpersonal skills, basic financial planning, dealing with anger, developing self-confidence, time management, coping with stress, etc.

## STUDENT DEVELOPMENT Counseling

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- Long Term Objectives:**
- Continue to offer workshops and classes to meet changing student needs.

**Resources Required - Short Term:**

- Personnel* • See goals 1 and 2.
- Facilities/Equipment* • See goal 4.
- Other Requirements* • See goals 1, 2 and 4.
- Professional Development* • See goal 4.

**Resources Required - Long Term:**

- Personnel* • None identified.
- Facilities/Equipment* • None identified.
- Other Requirements* • None identified.
- Professional Development* • None identified.

**GOAL #4: Provide physical facilities in the student services building to meet standards of practice for California community college programs and counseling matriculation mandates.**

- Short Term Objectives:**
- Each counselor should have a sound-proofed, safe office with appropriate lighting and adequate equipment (See CCCC Standards).
  - Space suitable for group counseling sessions and staff meetings.
  - A reception area with a welcoming waiting area for students.

- Long Term Objectives:**
- None identified.

**Resources Required - Short Term:**

- Personnel* • See goals 1 and 2.
- Facilities/Equipment* • Remodel the area where One-Stop Shop is located to provide room for counseling related services (support groups, workshops, transfer/career center, reentry center, Guidance classes).
- Other Requirements* • See goals 1, 2 and 3.
- Professional Development* • Seminars and/or workshops on CCCC Standards of Practice and matriculation mandates.

**Resources Required - Long Term:**

- Personnel* • See Short Term Goals.
- Facilities/Equipment* • None identified.
- Other Requirements* • See Short Term Goals.
- Professional Development* • See Short Term Goals.

### 3.2D.3 Summary Of Requirements For This Cluster

**Short Term (1998-2000):**

- Personnel* • One full-time counselor.

## STUDENT DEVELOPMENT Counseling

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- One full-time office assistant, one part-time data-entry clerk.
  - Facilities/Equipment*
    - Full office set-ups for each additional counselor.
    - Full office set-ups for support staff.
    - RAM to allow ASSIST to become functional.
    - Improved technology.
    - Remodeling costs for the Student Services Building.
  - Other Requirements*
    - Benefits for counseling faculty and support staff.
    - Professional growth materials and training.
  - Professional Development*
    - Formal orientation and training for all new staff.
    - Professional journals, books, videos and consultant fees.
- Long Term (2001-2005+):**
- Personnel*
    - One or more additional generalist counselors to maintain counselor-student ratio of 1:1000 to meet Standards.
    - Additional support staff as counseling faculty increases.
  - Facilities/Equipment*
    - Full office set-ups to accommodate new counselors and support staff.
  - Other Requirements*
    - Benefits for new counselors and support staff.
  - Professional Development*
    - Formal orientation and training for new faculty and support staff.
    - Professional journals, books, videos and consultant fees.

### 3.3 Program Cluster Goals, Objectives, Resource Needs - Outreach And Advisement

## OUTREACH AND ADVISEMENT High School

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- 3.3A.1 Programs In This Cluster**
  - High School Outreach
- 3.3B.1 Overall Goals For This Cluster**
  - Short Term:**
    - Establish a High School Outreach Plan including outreach to superintendents, principals, counselors and career centers; provision of materials; College Day at VVC; visits to HS classrooms; mailers to graduating students; VVC tours and special events, etc.
  - Long Term:**
    - Increase incoming High School student enrollment at VVC by 10% annually.

## OUTREACH AND ADVISEMENT Non-Credit Matriculation

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- 3.3A.2 Programs In This Cluster** • Non-Credit Students
- 3.3B.2 Overall Goals For This Cluster**
- Short Term:** • Establish complete matriculation services for ESL students.
- Long Term:** • Establish matriculation services for all non-credit students.

## OUTREACH AND ADVISEMENT Athletics

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- 3.3A.3 Programs In This Cluster** • Intercollegiate Athletics
- 3.3B.3 Overall Goals For This Cluster**
- Short Term:** • Provide an athletic counselor to assist with course selection, progress and transfer.  
• Improve athletic funding through District contributions and fundraising.
- Long Term:** • Substantially increase program success and student success and transfer to 4-year colleges.  
• Increase full-time coaching staff, equipment, sports information and additional classrooms, offices and performance space.  
• Add new buses.

## OUTREACH AND ADVISEMENT Disabled Student Program Services

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- 3.3A.4 Programs In This Cluster** • Physically Disabled (PD)  
• Learning Disabled (LD)  
• ACT Center (Computer Lab)
- 3.3B.4 Overall Goals For This Cluster**
- Short Term:** • Increase DSPS FTE through increased class sections and new curriculum.  
• Reinstate DSPS Advisory Board.  
• Develop Board of Trustees DSPS services and accommodation policies.  
• Establish programs to assist students in appropriate career/job choices, job readiness skills, job acquiring skills, and job retention skills.  
• Publish periodic newsletter.  
• Provide adaptive equipment to all campus computer labs.
- Long Term:** • Increase retention of current DSPS students.

**3.3C.4 Specific Goals, Objectives And Resource Needs For This Cluster**

## OUTREACH AND ADVISEMENT Disabled Student Program Services

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**GOAL #1: Increase enrollment and staffing in DSPS.**

- Short Term Objectives:**
- Increase staff to meet increased student population.
  - Increase curriculum offerings.
  - Provide adaptive equipment in all campus computer labs.
- Long Term Objectives:**
- Increase staff to meet needs of increased student population.
  - Increase equipment and facilities for increased student population.
  - Produce a video describing VVC DSPS, LD, PD, and ACT Programs.

**Resources Required - Short Term:**

*Personnel* Physically Disabled (PD):

- 1 half time (20 hours per week) Interpreter Specialist for 99-00 to coordinate services and interpret for the deaf.
- 1 half time (20 hours per week) DSPS Counselor/ACT Coordinator for 99-00 to meet increased population demand.

Learning Disabled (LD):

- 1 Assessment Assistant/Office Clerk (full time) for 99-00 to provide student support services for increased population.
- 1 LD Instructor (full time) for increased curriculum offerings for 00-01.
- 1 LD Specialist/Counselor for 00-01 to provide student support services for increased population.

ACT Center:

- 1 half time (20 hours per week) Instructional Assistant for 98-99 to provide student support services for increased student population.

*Facilities/Equipment* Physically Disabled (PD):

- 4 testing tables with dividers/screens for alternative testing room.
- 3 adjustable tables to accommodate physical disabilities.
- 1 nonadjustable table.
- Dividers/screens needed to increase utility of testing room.
- 1 Omni 1000 including computer and printer to meet visually impaired student need.
- 1 lateral 5 drawer filing cabinet.
- 1 medium load copy machine and service contract.
- 2 laptop computers (1 for staff use, 1 for student loan).
- 2 speaking scientific calculators (1 purchased each year for 98 and 99).
- 45 Tape recorders (15 purchased each year for 98, 99, 00).
- 2 Electric wheelchairs (1 purchased in 98 and 00).
- Maintenance and repair for electric wheelchairs.
- 2 bookcases to house reference material.
- New computer and printer for Reader Service Program.
- New computer and printer used by office assistants.

## OUTREACH AND ADVISEMENT Disabled Student Program Services

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### Line

- 1 laser fax machine for confidential student documentation.
- 2 Tape duplicator machines for Reader Service Program.
- Typewriter to replace the loan from the Counseling Department.

### Learning Disabled (LD):

- 2 laptop computers (1 for staff use, 1 for student loan).
- 2 speaking scientific calculators (1 purchased each year for 98 and 99).
- New computer with printer for office assistants.

### ACT Center:

- 1 laser fax machine (to share with LD Program) for confidential student documentation.
- Additional adaptive software.
- Upgrading and/or replacing adaptive computer equipment annually.
- Multiline phone system (to share with LD Program) and 2 additional phones.

### *Other Requirements*

- Additional funds for tutors for PD, LD, ACT.
- Additional funds for readers for the Reader Service Program.
- Additional funds for Sign Language Interpreters.

### *Professional Development*

- Inservice time for learning AbleAid.
- Inservice time for LD Specialist/Counselor and part time hourly staff for learning WAIS-3.

## Resources Required - Long Term:

### *Personnel*

#### Physically Disabled (PD):

- 1 Office Clerk (full time) for 01-02.

#### Learning Disabled (LD):

- 1 Classified Support Services Professional (full time) for 01-02.

#### ACT Center:

- 1 Academic ACT Coordinator/Instructor (full time) for 01-02.

### *Facilities/Equipment*

#### Physically Disabled (PD):

- 1 two door storage cabinet (replace current storage cabinet due to wear).
- 5 additional laptop computers (2 for 01; 1 each in 02, 03, 04).
- Maintenance and repair for electric wheelchairs.

#### Learning Disabled (LD):

- 5 additional laptop computers (2 for 01; 1 each in 02, 03, 04).

#### ACT Center:

- Additional software.

### *Other Requirements*

- None identified.

### *Professional Development*

- Inservice for LD Specialist/Counselors and part time hourly staff for learning Woodcock-Johnson 3.
- Inservices for training on new software and adaptive equipment.

## OUTREACH AND ADVISEMENT Disabled Student Program Services

line

### GOAL #2: Increase retention of current DSPS students.

- Short Term Objectives:**
- Increase service quality through improved offerings of equipment and curriculum.
  - Increase use of ACT Center by DSPS students.
  - Establish focused content support groups for specific populations: Deaf, ADD/ADHD, ABI, LD.
  - Establish Mentoring program for all DSPS students.

- Long Term Objectives:**
- Increase and update offerings of equipment and curriculum.
  - Increase teaching staff for augmented curriculum.

**Resources Required - Short Term:**

- Personnel*
- Refer to staff requested for Goal #1 and Goal #3.
  - Facilitators for focused content support groups.
  - Additional Sign Language Interpreters.

- Facilities/Equipment*
- Refer to facilities and equipment requested in Goal #1.
  - Facilities for focused content support groups.

- Other Requirements*
- None identified.

- Professional Development*
- Ongoing inservices on new adaptive equipment, disabled population needs, and mandated state and federal guidelines.

**Resources Required - Long Term:**

- Personnel*
- Refer to Goal #1.

- Facilities/Equipment*
- Refer to Goal #1.

- Other Requirements*
- None identified.

- Professional Development*
- None identified.

### GOAL #3: Increase DSPS FTE through increased class sections and new curriculum.

- Short Term Objectives:**
- Rewrite and institute LD Assessment class curriculum.
  - Develop and institute Mentoring class curriculum.
  - Develop and institute Developmental Math class curriculum.
  - Develop and institute ACT classes (3) curriculum.
  - Establish Summer sections of all DSPS classes (Guid. 70, Dev. 60ABC, LD Assessment, Mentoring, Developmental Math, ACT).

- Long Term Objectives:**
- Add additional sections of Guidance 70.
  - Add additional sections of Developmental 60ABC.
  - Add additional sections of Developmental Math class.
  - Add additional sections of LD Assessment class.
  - Add additional sections of Mentoring class.
  - Add additional sections of ACT classes (3).

## OUTREACH AND ADVISEMENT Disabled Student Program Services

*line*

### Resources Required - Short Term:

- Personnel*
  - Part time Instructor for Developmental Math class.
  - Part time Instructor for Mentoring class.
  - Part time Instructor for ACT classes (3).
- Facilities/Equipment*
  - Classrooms with adequate classroom space and multiple blackboards.
- Other Requirements*
  - Instructional materials for all DSPS classes including texts, videos, etc.
- Professional Development*
  - None identified.

### Resources Required - Long Term:

- Personnel*
  - Instructor for additional sections of Guidance 70.
  - Instructor for additional sections of Developmental 60ABC.
  - Instructor for additional sections of Developmental Math classes.
  - Instructor for additional sections of LD Assessment classes.
  - Instructor for additional Mentoring classes.
  - Instructor for additional ACT classes (3).
- Facilities/Equipment*
  - Adequate classroom facilities for all DSPS classes.
- Other Requirements*
  - None identified.
- Professional Development*
  - None identified.

### GOAL #4: Develop Board of Trustees DSPS services and accommodation policies.

- Short Term Objectives:**
- Develop policies for services and accommodations and submit to Board of Trustees.

- Long Term Objectives:**
- None identified.

### Resources Required - Short Term:

- Personnel*
  - None identified.
- Facilities/Equipment*
  - None identified.
- Other Requirements*
  - None identified.
- Professional Development*
  - None identified.

### Resources Required - Long Term:

- Personnel*
  - None identified.
- Facilities/Equipment*
  - None identified.
- Other Requirements*
  - None identified.
- Professional Development*
  - None identified.

### GOAL #5: Reinstate DSPS Advisory Board.

- Short Term Objectives:**
- Select DSPS Advisory Board members.

## OUTREACH AND ADVISEMENT Disabled Student Program Services

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line

- DSPS Advisory Board begins meeting bi-annually.

**Long Term Objectives:** • None identified.

**Resources Required - Short Term:**

*Personnel* • None identified.

*Facilities/Equipment* • None identified.

*Other Requirements* • None identified.

*Professional Development* • None identified.

**Resources Required - Long Term:**

*Personnel* • None identified.

*Facilities/Equipment* • None identified.

*Other Requirements* • None identified.

*Professional Development* • None identified.

### 3.3D.4 Summary Of Requirements For This Cluster

**Short Term (1998-2000):**

*Personnel* **1998-1999**

Physically Disabled (PD):

- 1 half time (20 hours per week) Office Clerk to provide student support services for increased student population.
- 1 half time (20 hours per week) Interpreter Specialist to coordinate services and interpret for the deaf.
- Facilitators for focused content support groups.

ACT Center:

- 1 half time (20 hours per week) Instructional Assistant to provide student support services for increased student population.

**1999-2000**

Physically Disabled (PD):

- 1 half time (20 hours per week) DSPS Counselor/ACT Coordinator to meet increased population demand.
- 1 full time Office Clerk for Workability Program.

Learning Disabled (LD):

- 1 Assessment Assistant/Office Clerk (full time) to provide student support services for increased population.
- Part time instructor for Developmental Math class.
- Part time instructor for Mentoring class.

ACT Center:

## OUTREACH AND ADVISEMENT Disabled Student Program Services

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line

- Part time instructor for 3 ACT classes.

### 2000-2001

#### Learning Disabled (LD):

- 1 LD Instructor (full time) for increased curriculum offerings.
- 1 LD Specialist/Counselor to provide student support services for increased population.

#### *Facilities/Equipment*

### 1998-1999

#### Physically Disabled (PD):

- 4 testing tables with dividers/screens for alternative testing room.
- 3 adjustable tables to accommodate physical disabilities.
- 1 nonadjustable table.
- Dividers/screens needed to increase utility of testing room.
- 1 Omni 1000 including computer and printer to meet visually impaired student need.
- 1 medium load copy machine and service contract.
- 2 laptop computers (1 for staff use, 1 for student loan).
- 1 speaking scientific calculator.
- 15 Tape recorders.
- 1 Electric wheelchair.
- Maintenance and repair for electric wheelchairs.
- 2 bookcases to house reference material.
- New computer and printer for Reader Service Program.
- New computer and printer used by office assistants.
- 1 laser fax machine for confidential student documentation.
- 1 Tape duplicator machine for Reader Service Program.
- Typewriter to replace the loan from the Counseling Department.
- Facilities for focused content support groups.
- Desk, 3 chairs and computer with printer for Workability Coordinator/Counselor.
- Desk, chair, and computer with printer for Office Clerk for Workability Program.
- Office for Workability Coordinator/Counselor.
- Classroom with adequate classroom space for job skills classes.

#### Learning Disabled (LD):

- 2 laptop computers (1 for staff use, 1 for student loan).
- 1 speaking scientific calculator.
- New computer with printer for office assistants.

#### ACT Center:

## OUTREACH AND ADVISEMENT Disabled Student Program Services

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### line

- 1 laser fax machine (to share with LD Program) for confidential student documentation.
- Additional adaptive software.
- Upgrading and/or replacing adaptive computer equipment.
- Multi-line phone system (to share with LD Program) and 2 additional phones.

### **1999-2000**

#### Physically Disabled (PD):

- 1 speaking scientific calculator.
- 15 Tape recorders.
- Maintenance and repair for electric wheelchairs.
- 1 Tape duplicator machine for Reader Service Program.
- Classrooms with adequate classroom space and multiple blackboards.

#### Learning Disabled (LD):

- 1 speaking scientific calculator.

#### ACT Center:

- Additional software.
- Upgrading and/or replacing adaptive computer equipment.

### **2000-2001**

#### Physically Disabled (PD):

- 1 lateral file cabinet.
- 15 Tape recorders.
- 1 Electric wheelchair.
- Maintenance and repair for electric wheelchairs.

#### ACT Center:

- Additional software.
- Upgrading and/or replacing adaptive equipment.

#### *Other Requirements*

- Additional funds for tutors for PD, LD, ACT.
- Additional funds for readers for Reader Service Program.
- Additional funds for Sign Language Interpreters.
- Instructional materials for all DSPPS classes including texts, videos, etc.
- Instructional materials for job skills classes including texts, videos, etc.

#### *Professional Development*

- Inservice time for learning AbleAid.
- Inservice time for LD Specialist/Counselor and part time hourly staff for learning WAIS-3.
- Ongoing inservices on new adaptive equipment, disabled population needs, and mandated state and federal guidelines.

## OUTREACH AND ADVISEMENT Disabled Student Program Services

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line

### Long Term (2001-2005+):

#### *Personnel* **2001-2002**

##### Physically Disabled (PD):

- 1 Office Clerk (full time).

##### Learning Disabled (LD):

- 1 Classified Support Services Professional (full time).
- Part time Instructor for additional sections of Guidance 70.
- Part time Instructor for additional sections of Developmental 60ABC.
- Part time Instructor for additional sections of Developmental Math.
- Part time Instructor for additional sections of LD Assessment class.
- Part time Instructor for additional sections of Mentoring class.

##### ACT Center:

- 1 Classified Support Services Professional (full time).
- Part time Instructor for additional sections of 3 ACT classes.

#### *Facilities/Equipment* **2001-2002**

##### Physically Disabled (PD):

- 1 two door storage cabinet (replace current storage cabinet due to wear).
- 2 laptop computers.
- Maintenance and repair for electric wheelchairs.

##### Learning Disabled (LD):

- 2 laptop computers.
- Adequate classroom space for all DSPS classes.

##### ACT Center:

- Additional software.
- Upgrading and replacing adaptive computer equipment.
- Furniture for additional equipment (computer stations/desks, chairs).
- Adequate classroom space for all ACT classes.

#### **2002-2003**

##### Physically Disabled (PD):

- 1 laptop computer.
- Maintenance and repair for electric wheelchairs.

##### Learning Disabled (LD):

- 1 laptop computer.

##### ACT Center:

- Additional software.
- Upgrading and/or replacing adaptive computer equipment.

## OUTREACH AND ADVISEMENT Disabled Student Program Services

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line

- Furniture for additional adaptive equipment.

### 2003-2004

#### Physically Disabled (PD):

- 1 laptop computer.
- Maintenance and repair for electric wheelchairs.

#### Learning Disabled (LD):

- 1 laptop computer.

#### ACT Center:

- Additional software.
- Upgrading and/or replacing adaptive computer equipment.
- Furniture for additional adaptive equipment.

### 2004-2005

#### Physically Disabled (PD):

- 1 laptop computer.
- Maintenance and repair for electric wheelchairs.

#### Learning Disabled (LD):

- 1 laptop computer.

#### ACT Center:

- Additional software.
- Upgrading and/or replacing adaptive computer equipment.
- Furniture for additional adaptive equipment.

#### *Other Requirements*

- Additional funds for tutors for PD, LD, ACT.
- Additional funds for readers for Reader Service Program.
- Additional funds for Sign Language Interpreters.

#### *Professional Development*

- Inservice for LD Specialist/Counselors and part time hourly staff for learning Woodcock-Johnson 3.
- Inservices for training on new software and adaptive equipment.

## OUTREACH AND ADVISEMENT Extended Opportunity Program (EOPS) & Cooperative Agencies Resources for Education (CARE)

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line

### **3.3A.5 Programs In This Cluster**

- Extended Opportunity Program (EOPS)
- Cooperative Agencies Resources for Education (CARE)

### **3.3B.5 Overall Goals For This Cluster**

#### **Short Term:**

- Increase multicultural presence/influence on campus.
- Select appropriate software and implement a comprehensive data base

**OUTREACH AND ADVISEMENT  
Extended Opportunity Program (EOPS) &  
Cooperative Agencies Resources for Education (CARE)**

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*line*

to more effectively document and monitor services and progress of all EOPS/CARE students.

- Adequate office space to accommodate EOPS/CARE staff and create an EOPS/CARE quad area to accommodate students and staff, so needs of all EOPS/CARE students and operations can be successful.

**IMMEDIATE**

- Develop and implement additional procedures for tutorials and tutor training.
- Provide more counseling time to EOPS/CARE students.
- Provide staff and equipment in EOPS/CARE to implement services.
- Develop coordinated outreach and recruitment plan which targets specific underrepresented groups.

**Long Term:**

- Increase multicultural presence/influence on campus.
- Select appropriate software and implement a comprehensive data base to more effectively document and monitor services and progress of all EOPS/CARE students.
- Adequate office space to accommodate EOPS/CARE staff and create an EOPS/CARE quad area to accommodate students and staff, so needs of all EOPS/CARE students and operations can be successful.
- Develop and implement additional procedures for tutorials and tutor training.
- Provide more counseling time to EOPS/CARE students.
- Adequate staff and equipment in EOPS/CARE to implement services.
- Develop coordinated outreach and recruitment plan, which targets specific underrepresented groups.

**3.3C.5 Specific Goals, Objectives And Resource Needs For This Cluster**

**GOAL #1: Increase multicultural presence/influence on campus.**

**Short Term Objectives:**

- Workshop presentations at student club meetings.
- EOPS/CARE Web page on Internet.
- Multicultural training for faculty/staff at Flex Day and throughout school year.
- Multicultural training for students via seminars/workshops.
- Infusion of multiculturalism into education curriculum.
- Multicultural degree/certificate.
- Consistent person on campus to interpret various brochures/forms for Latino population.

**Long Term Objectives:**

- Increase minority enrollment by an additional 700 students.
- Establish presence of EOPS/CARE in elementary, secondary, junior, and high schools.
- Mechanism in place to identify projected minority enrollment trends.

**Resources Required - Short Term:**

*Personnel*

- EOPS Club members.
- 10 EOPS student assistants.
- EOPS/CARE student ambassadors.

**OUTREACH AND ADVISEMENT**  
**Extended Opportunity Program (EOPS) &**  
**Cooperative Agencies Resources for Education (CARE)**

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*line*

- Multicultural training consultant.
- Facilities/Equipment*
  - Brochures in various minority languages, especially Spanish.
  - Photos of EOPS/CARE activities.
  - Banners.
  - Lap Top Computer.
  - EOPS/CARE web page.
- Other Requirements*
  - Printing expenses.
  - Travel and lodging expenses to outreach locations, seminars, workshops.
  - Consultants' fees as well as travel and lodging expenses.
  - Advertising materials.
  - Equipment.
  - Web page purchase fee.
  - Fee for web page start-up and update.
- Professional Development*
  - Training for EOPS/CARE staff to learn conversational Spanish.
  - Attendance at multicultural sensitivity/awareness training.
  - Leadership workshops on sensitivity/awareness for student assistants, ambassadors, EOPS club members, etc.

**Resources Required - Long Term:**

- Personnel*
  - EOPS Club members.
  - EOPS student assistants.
  - EOPS/CARE student ambassadors.
  - Multicultural training consultant.
- Facilities/Equipment*
  - Brochures in various minority languages, especially Spanish.
  - Photos of EOPS/CARE activities.
  - Banners.
  - Lap Top Computer.
  - EOPS/CARE web page.
- Other Requirements*
  - Printing expenses.
  - Travel and lodging expenses to outreach locations, seminars, workshops.
  - Consultants' fees as well as travel and lodging expenses.
  - Advertising materials.
  - Equipment.
  - Web page purchase fee.
  - Fee for web page start-up and update.
- Professional Development*
  - Training for EOPS/CARE staff to learn conversational Spanish.

**OUTREACH AND ADVISEMENT  
Extended Opportunity Program (EOPS) &  
Cooperative Agencies Resources for Education (CARE)**

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*line*

- Attendance at multi-cultural sensitivity/awareness training.
- Leadership workshops on sensitivity/awareness for student assistants, ambassadors, EOPS club members, etc.

**GOAL #2: Select appropriate software and implement a comprehensive data base to more effectively document and monitor services and progress of all EOPS/CARE students.**

- Short Term Objectives:**
- Furnish accurate state reports in a timely manner.
  - Provide student assistants with computer hook-up access.
  - Devise computer program for accurate book service information to be received by Rams Book Store.
  - Availability of computers and software for students for Financial Aid renewal.
  - Secure software to effectively choose accurate students' names for mailings (labels/letters).
  - Secure software for tutoring assistance.
  - More efficient accountability of student success.

- Long Term Objectives:**
- Upgrade computer capability for faster service (megahertz).

**Resources Required - Short Term:**

- Personnel* • Three work study students.
- Facilities/Equipment* • Computers and printers for added personnel.
- Software for new computers.
- Desks/chairs for added personnel.
- Computer/table for added personnel.
- Other office accouterments: trash cans, file cabinets, etc.
- Other Requirements* • Travel expenses to workshops.
- Professional development workshop fees.
- Workshop registration fees.
- Professional Development* • Computer programs training.

**Resources Required - Long Term:**

- Personnel* • As rapidly as computer technology advances, it is difficult to project what staff would be needed in order to stay current with our personnel and staff needs.
- Facilities/Equipment* • As rapidly as computer technology advances, it is difficult to project what equipment would be required to stay current with needs for new facilities and equipment.
- Other Requirements* • As rapidly as computer technology advances, it is difficult to project what monies would be needed to purchase the equipment, training, workshops, etc. necessary to keep up with the technology.
- Professional Development* • As rapidly as computer technology advances, it is difficult to project what

**OUTREACH AND ADVISEMENT**  
**Extended Opportunity Program (EOPS) &**  
**Cooperative Agencies Resources for Education (CARE)**

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*line*

types of workshops, seminars, etc. would be needed in order to stay current with technology.

**GOAL #3: Provide adequate office space to accommodate staff and create an EOPS/CARE quad area to accommodate students and staff, so needs of all EOPS/CARE students and operations can be successful.**

- Short Term Objectives:**
- Add 1 additional portable trailer - 24' x 40'.
  - Add outside leisure and study area in Quad, including seating.
  - Create awareness of EOPS/CARE presence on campus.

- Long Term Objectives:**
- Student satisfaction.

**Resources Required - Short Term:**

*Personnel*

- Maintenance of outside quad area.

*Facilities/Equipment*

- One additional portable trailer - 24' x 40'.
- Security camera.
- Outside security lighting in quad area.
- Tables and chairs or benches in quad area.
- Desks, computers, printers, 3 high quality copy machines, desk chairs, file cabinets, work stations, shredders, file cabinets, reception room chairs, couch, coffee table, reception room TV, multimedia equipment, storage cabinets, credenzas, typewriters, scanning equipment, folding tables, folding chairs, display case, water fountains, fax machines, phones, chalk boards, bulletin boards, outside kiosks, refrigerators, microwaves, moving advertising signs, overhead projectors, pull down screens, VCRs, as needed for all portables and office personnel.
- Replacement of outside lighting, security camera, tables, chairs, benches in quad area as needed.

*Other Requirements*

- Expenses involved with upkeep of lighting, security camera, grounds in quad area.
- Cost of tables and chairs or benches in quad area.

*Professional Development*

- None.

**Resources Required - Long Term:**

*Personnel*

- Maintenance of outside quad area.

*Facilities/Equipment*

- Desks, computers, printers, 3 high quality copy machines, desk chairs, file cabinets, work stations, shredders, file cabinets, reception room chairs, couch, coffee table, reception room TV, multimedia equipment, storage cabinets, credenzas, typewriters, scanning equipment, folding tables, folding chairs, display case, water fountains, fax machines, phones, chalk boards, bulletin boards, outside kiosks, refrigerators, microwaves, moving advertising signs, overhead projectors, pull down screens, VCRs, as needed for all portables and office personnel.
- Office accouterments: trash cans, coat racks, floor mats, carpets, window coverings.
- Replacement of outside lighting, security camera, tables, chairs,

**OUTREACH AND ADVISEMENT  
Extended Opportunity Program (EOPS) &  
Cooperative Agencies Resources for Education (CARE)**

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*line*

benches in quad area as needed.

*Other Requirements*

- Expenses involved with upkeep of lighting, security camera, tables, chairs, benches as needed in quad area.

*Professional Development*

- None.

**GOAL #4: Develop and implement additional procedures for tutorials and tutor training.**

**Short Term Objectives:**

- Provide environment for tutors to provide tutoring.
- EOPS Coordinator to serve as master tutor to coordinate tutorial services with instructors.
- Adjunct Cal State/San Bernardino student for tutorial services.
- Tutor directory.
- Tracking system for tutorial services.

**Long Term Objectives:**

- Student satisfaction.
- Student success.

**Resources Required - Short Term:**

*Personnel*

- Master tutor (EOPS Coordinator).
- List of 12+ adjunct tutors (Cal State San Bernardino).
- List of 12+ on-campus tutors (Victor Valley College students).

*Facilities/Equipment*

- Study stations.
- Accordion walls in portable.
- Desks, computers, printers, 3 high quality copy machines, desk chairs, file cabinets, work stations, shredders, file cabinets, reception room chairs, couch, coffee table, reception room TV, multimedia equipment, storage cabinets, credenzas, typewriters, scanning equipment, folding tables, folding chairs, display case, water fountains, fax machines, phones, chalk boards, bulletin boards, outside kiosks, refrigerators, microwaves, moving advertising signs, overhead projectors, pull down screens, VCRs, as needed for all portables and office personnel.
- Office accouterments: trash cans, coat racks, floor mats, carpets, window coverings.

*Other Requirements*

- Software.

*Professional Development*

- Training for tutors.

**Resources Required - Long Term:**

*Personnel*

- Master tutor (EOPS Coordinator).
- List of 12+ adjunct tutors (Cal State San Bernardino).
- List of 12+ on-campus tutors (Victor Valley College students).

*Facilities/Equipment*

- Study stations.
- Desks, computers, printers, 3 high quality copy machines, desk chairs, file cabinets, work stations, shredders, file cabinets, reception room chairs, couch, coffee table, reception room TV, multimedia equipment, storage cabinets, credenzas, typewriters, scanning equipment, folding tables, folding chairs, display case, water fountains, fax machines,

**OUTREACH AND ADVISEMENT**  
**Extended Opportunity Program (EOPS) &**  
**Cooperative Agencies Resources for Education (CARE)**

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*line*

phones, chalk boards, bulletin boards, outside kiosks, refrigerators, microwaves, moving advertising signs, overhead projectors, pull down screens, VCRs, as needed for all portables and office personnel.

- Office accouterments: trash cans, coat racks, floor mats, carpets, window coverings.

*Other Requirements*

- Software.

*Professional Development*

- Training for tutors.

<b>GOAL #5: Provide more counseling time to EOPS/CARE students.</b>
---

- Short Term Objectives:**
- Alternate delivery systems (walk-in counseling, coffee with counselors, take-out counseling).
  - Upward Bound and Talent Search grants.
  - Student satisfaction.
  - Ability to meet with counselor in a timely manner (no 2 week wait).
  - Provide counselor for CARE students.

- Long Term Objectives:**
- Student satisfaction.
  - Ability to meet with counselor in timely manner (no 2 week wait).

**Resources Required - Short Term:**

*Personnel*

- Multicultural training consultant.

*Facilities/Equipment*

- Desks, chairs, file cabinets, work stations.
- Computers.

*Other Requirements*

- Workshop Registration fees.
- Travel expenses for workshops, etc.
- Equipment.
- Software.

*Professional Development*

- Workshops.

**Resources Required - Long Term:**

*Personnel*

- None identified.

*Facilities/Equipment*

- Desks, computers, printers, 3 high quality copy machines, desk chairs, file cabinets, work stations, shredders, file cabinets, reception room chairs, couch, coffee table, reception room TV, multimedia equipment, storage cabinets, credenzas, typewriters, scanning equipment, folding tables, folding chairs, display case, water fountains, fax machines, phones, chalk boards, bulletin boards, outside kiosks, refrigerators, microwaves, moving advertising signs, overhead projectors, pull down screens, VCRs, as needed for all portables and office personnel.
- Office accouterments: trash cans, coat racks, floor mats, carpets, window coverings.

*Other Requirements*

- Workshop registration fees.
- Travel expenses for workshops etc.
- Equipment.

**OUTREACH AND ADVISEMENT  
Extended Opportunity Program (EOPS) &  
Cooperative Agencies Resources for Education (CARE)**

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*line*

- Software.
- Professional Development* • Workshops.

<b>GOAL #6: Adequate staff and equipment in EOPS/CARE to implement services.</b>
--

- Short Term Objectives:**
- Hire a director by Fall 1998.
  - Hire student workers by Fall 1998.
  - Hire 8 more student assistants by Fall 1998.
  - Hire more student assistants by Fall 1998.
  - Hire EOPS counselor by Fall 1998.
  - Hire CARE counselor by Fall 1999.

- Long Term Objectives:**
- Hire EOPS counselor by Fall 2001.
  - Hire support staff/student workers/student assistants by Fall 2001.

**Resources Required - Short Term:**

*Personnel*

- 1 director.
- 10 EOPS student assistants.

*Facilities/Equipment*

- Desks, computers, printers, 3 high quality copy machines, desk chairs, file cabinets, work stations, shredders, file cabinets, reception room chairs, couch, coffee table, reception room TV, multimedia equipment, storage cabinets, credenzas, typewriters, scanning equipment, folding tables, folding chairs, display case, water fountains, fax machines, phones, chalk boards, bulletin boards, outside kiosks, refrigerators, microwaves, moving advertising signs, overhead projectors, pull down screens, VCRs, as needed for all portables and office personnel.
- Office accouterments: trash cans, coat racks, floor mats, carpets, window coverings.

*Other Requirements*

- Travel and lodging expenses for workshops.
- Workshop registration fees.
- Motel/hotel accommodation expenses.

*Professional Development*

- Workshops.

**Resources Required - Long Term:**

*Personnel*

- Support staff

*Facilities/Equipment*

- Desks, computers, printers, 3 high quality copy machines, desk chairs, file cabinets, work stations, shredders, file cabinets, reception room chairs, couch, coffee table, reception room TV, multimedia equipment, storage cabinets, credenzas, typewriters, scanning equipment, folding tables, folding chairs, display case, water fountains, fax machines, phones, chalk boards, bulletin boards, outside kiosks, refrigerators, microwaves, moving advertising signs, overhead projectors, pull down screens, VCRs, as needed for all portables and office personnel.
- Office accouterments: trash cans, coat racks, floor mats, carpets, window coverings.

*Other Requirements*

- Travel and lodging expenses for workshops.
- Workshop registration fees.

**OUTREACH AND ADVISEMENT**  
**Extended Opportunity Program (EOPS) &**  
**Cooperative Agencies Resources for Education (CARE)**

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*line*

*Professional Development* • Workshops.

**GOAL #7: Develop coordinated outreach and recruitment plan which targets specific underrepresented groups.**

- Short Term Objectives:**
- Brochures in various minority languages, especially Spanish.
  - Photos of EOPS/CARE activities.
  - Web page.
  - EOPS/CARE applications in Spanish.
  - Students as outreach representatives to schools.
  - Establish presence of EOPS/CARE in elementary, secondary, junior, and high schools.

- Long Term Objectives:**
- Increase minority enrollment.
  - Mechanism in place to identify projected enrollment trends.

**Resources Required - Short Term:**

- Personnel*
- EOPS Club members.
  - EOPS student assistants.
  - EOPS/CARE student ambassadors.
  - Multicultural training consultant.

- Facilities/Equipment*
- Brochures in various minority languages, especially Spanish.
  - Photos of EOPS/CARE activities.
  - Banners.
  - Lap Top Computer.

- Other Requirements*
- Printing budget.
  - Travel expenses to outreach locations.
  - Consultants' fees as well as travel and lodging expenses.
  - Advertising materials.
  - Equipment.
  - Fee for web page start-up and update.

- Professional Development*
- Training for EOPS/CARE staff to learn conversational Spanish.
  - Attendance at multicultural sensitivity/awareness training.
  - Leadership workshops on sensitivity/awareness for student assistants, ambassadors, EOPS club members.

**Resources Required - Long Term:**

- Personnel*
- EOPS Club members.
  - EOPS student assistants.

**OUTREACH AND ADVISEMENT**  
**Extended Opportunity Program (EOPS) &**  
**Cooperative Agencies Resources for Education (CARE)**

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*line*

- EOPS/CARE student ambassadors.
- Multicultural training consultant.
- Recruitment at area high schools, junior high schools, and elementary schools.
- Apply for Upward Bound and Talent Search grants.
- Facilities/Equipment*
  - Brochures in various minority languages, especially Spanish.
  - Photos of EOPS/CARE activities.
  - Banners.
  - Lap Top Computer.
- Other Requirements*
  - Printing budget.
  - Travel and lodging expenses to outreach locations, seminars, workshops.
  - Consultants' fees as well as travel and lodging expenses.
  - Advertising materials.
  - Equipment.
  - Fee for web page update.
- Professional Development*
  - Training for EOPS/CARE staff to learn conversational Spanish.
  - Attendance at multicultural sensitivity/awareness training.
  - Leadership workshops on sensitivity/awareness for student assistants, ambassadors, EOPS club members.

### **3.3D.5 Summary Of Requirements For This Cluster**

#### **Short Term (1998-2000):**

- Personnel*
  - EOPS Club members.
  - 10 EOPS student assistants.
  - EOPS/CARE Student ambassadors.
  - Multicultural training consultant.
  - 3 work study students.
  - Maintenance of outside quad facility.
  - Master tutor (EOPS Coordinator).
  - 12+ adjunct tutors (Cal State San Bernardino).
  - 12+ on-campus tutors (Victor Valley College Students).
  - 1 Multicultural training consultant.
  - 1 director.
- Facilities/Equipment*
  - Brochures in various minority languages, especially Spanish.
  - Photos of EOPS/CARE activities.
  - Banners.

**OUTREACH AND ADVISEMENT**  
**Extended Opportunity Program (EOPS) &**  
**Cooperative Agencies Resources for Education (CARE)**

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*line*

- Lap Top computer.
- EOPS/CARE Web Page.
- Desks, computers, printers, 3 high quality copy machines, desk chairs, file cabinets, work stations, shredders, file cabinets, reception room chairs, couch, coffee table, reception room TV, multimedia equipment, storage cabinets, credenzas, typewriters, scanning equipment, folding tables, folding chairs, display case, water fountains, fax machines, phones, chalk boards, bulletin boards, outside kiosks, refrigerators, microwaves, moving advertising signs, overhead projectors, pull down screens, VCRs, as needed for all portables and office personnel.
- Replacement of outside lighting, security camera, tables, chairs, benches in quad area as needed.
- Office accouterments: trash cans, coat racks, floor mats, carpets, window coverings.
- 1 additional portable trailer (24' x 40').
- Accordion walls in portable.
- Security camera.
- Outside security lighting in quad area.
- Tables and chairs or benches in quad area.
- Study stations.

*Other Requirements*

- Printing expenses.
- Travel & lodging expenses to outreach locations, seminars, workshops.
- Consultants' fees as well as travel and lodging expenses.
- Advertising materials.
- Fee for web page start-up and update.
- Professional development workshop registration fees.
- Expenses involved with upkeep of lighting, security camera, grounds in quad area.
- Cost of tables and chairs or benches in quad area.
- Software.
- Equipment.
- Workshop registration fees.

*Professional Development*

- Training for staff to learn conversational Spanish.
- Multicultural sensitivity/awareness training.
- Leadership workshops for sensitivity/awareness training for staff, student assistants, ambassadors, EOPS club members.
- Computer program training.
- Training for tutors.

**Long Term (2001-2005+):**

*Personnel*

- EOPS Club members.
- EOPS student assistants.

## OUTREACH AND ADVISEMENT

### Extended Opportunity Program (EOPS) & Cooperative Agencies Resources for Education (CARE)

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*line*

- EOPS/CARE student ambassadors.
- Multicultural training consultant.
- As rapidly as computer technology advances, it is difficult to project what staff would be needed in order to stay current with our personnel and staff needs.
- Maintenance of outside quad area.
- Master tutor (EOPS Coordinator).
- 12+ adjunct tutors (Cal State San Bernardino).
- 12+ on-campus tutors (Victor Valley College students).
- 1 Multicultural training consultant.
- Support staff.

#### *Facilities/Equipment*

- Brochures in various minority languages, especially Spanish.
- Photos of EOPS/CARE activities.
- Banners.
- Lap Top computer.
- As rapidly as computer technology advances, it is difficult to project what equipment would be required to stay current with needs for new facilities and equipment.
- Replacement involved with upkeep of lighting, security camera, tables, chairs or benches as needed in quad area.
- Accordion walls in portable.
- Desks, computers, printers, 3 high quality copy machines, desk chairs, file cabinets, work stations, shredders, file cabinets, reception room chairs, couch, coffee table, reception room TV, multimedia equipment, storage cabinets, credenzas, typewriters, scanning equipment, folding tables, folding chairs, display case, water fountains, fax machines, phones, chalk boards, bulletin boards, outside kiosks, refrigerators, microwaves, moving advertising signs, overhead projectors, pull down screens, VCRs, as needed for all portables and office personnel.
- Office accouterments: trash cans, coat racks, floor mats, carpets, window coverings.

#### *Other Requirements*

- Printing expenses.
- Travel & lodging expenses to outreach locations, seminars, workshops.
- Consultants' fees, travel and lodging expenses.
- Advertising materials.
- Equipment.
- Fee for web page start-up and update.
- As rapidly as computer technology advances, it is difficult to project what monies would be needed to purchase the equipment, training, workshops, etc. necessary to keep up with the technology.
- Software.
- Equipment.

**OUTREACH AND ADVISEMENT**  
**Extended Opportunity Program (EOPS) &**  
**Cooperative Agencies Resources for Education (CARE)**

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*line*

- Expenses involved with upkeep of lighting, security camera, tables, chairs, benches as needed in quad area.
- Workshop registration.
- Professional Development* • Training for staff to learn conversational Spanish.
- Multicultural sensitivity/awareness training.
- Leadership workshops for sensitivity/awareness training for staff, student assistants, EOPS club members.
- As rapidly as computer technology advances, it is difficult to project what types of workshops, seminars, etc. would be needed in order to stay current with technology.
- Training for tutors.

### 3.4 Program Cluster Goals, Objectives, Resource Needs - Support Services

## SUPPORT SERVICES

### Academic Commons

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*line*

#### 3.4A.1 Programs In This Cluster

- Academic Commons: an Instructional/Technological Centering Point for VVC Students, Faculty and Community (Goal 1).
- Certified Tutoring in approximately 45-55 Subject and/or Content Areas (Goal 2).
- Media-Based Technological Delivery Systems (Goal 3).
- Instructional Support Staff Training for the VVC Campus (Goal 4).
- Language Laboratory Course Development and Delivery (Goal 5).
- To study the health and nature of the Basic Skills program and consider improvements and growth alternatives (Goal 6).
- General Study Skills Instruction and Distance Learning Study Skills Instruction to students involved in either or both, on or off, campus academic venues (Goal 7).

#### 3.4B.1 Overall Goals For This Cluster

##### Short Term:

- To facilitate a seamless psychological as well as physical move from the 1997-8 interim space to the Academic Commons so the instructional work there more fully complements the academic curriculum as approved by the faculty (Goal 1).
- To introduce and use a more sophisticated and thorough registration and reporting program which reflects the range of Academic Commons' services (Goal 1).
- To use that registration system to provide precise and readily available information for administration, faculty, students and special services as needed for the welfare of students and to gather FTE, ADA, and research information (Goal 1).
- To model and teach other departments alternative modes of using technology to enhance learning, for example, to actively use two-way video-conferencing and satellite exchange between faculty and classes in multiple geographic settings, within the local communities, and within the state (Goal 4 and 3) [Cooperative activity with Instructional Media and the Learning Resource Center or Library].
- To offer teaching and instructional assistance to teachers, full and part time, according to their needs through a certificated staff developer leader; to continue and improve tutor training services and in fact initiate volunteer and then required training for tutors and aides from all departments (Goal 2 and 4).
- To configure the Language Laboratory; provide training for existing language, speech, theatre arts, sign language, ESL, music and other instructors and aides; set curriculum guidelines and then review all appropriate multi-media materials for selection; to select and install final materials (Goal 5).
- To reexamine the course content, delivery and department or division role of the basic skills program currently offered through the Academic Commons (Goal 6).

##### Long Term:

- To work with the provided Academic Commons leader and cooperatively work with the instructional vice-president and instructional/academic deans as well as department chairs so the curriculum activities at the Academic Commons are indeed completely cohesive with approved curricular designs because teaching and learning activities are the rationale and major mission of the program (Goal 1).
- To separate the Basic Skills program into either:

## SUPPORT SERVICES

### Academic Commons

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*line*

- ⇒ its own domain;
  - ⇒ a position with other closely related programs such as English as a Second Language, Educational Opportunities Programs and Services, Cooperative Agency's Resources for Education (CARE), and/or Welfare to Work activities (CalWORKs);
  - ⇒ or placed within the English and math departments so the quality and cohesion between the curricula is recognized, supervised and maintained in its own right but in continuity with all those appropriate academic programs on campus (Goal 6).
- To offer a continuously broader range of study skills instruction, including study skills required for best use of new technologies and instructional skills needed in essential content areas such as English and mathematics (Goal 7).
  - To design and offer a range of online coursework such as in basic skills and study skills and other courses unable to be offered in other settings or with other departments on campus (Goal 4 and 3).
  - To model and teach other departments alternative modes of using instruction to enhance learning, for example, to actively use two-way videoconferencing and satellite exchange between faculty and classes in national and international multiple geographic settings as well as in local and state environments (Goal 3).
  - To expand the existing language program (in French and Spanish); to add instruction in a Pacific Rim language; to reinstate German instruction (Goal 5).
  - To strengthen instruction in music, ESL, speech, theatre arts, sign language and other curricula as appropriate (Goal 5).

#### 3.4C.1 *Specific Goals, Objectives And Resource Needs For This Cluster*

**GOAL #1: To adjust and enlarge the image and mission of the 1997-8 Learning Center to a genuine alternative instructional meeting place (hence the term "academic commons"). This would then be a teaching and learning facility where faculty and faculty, faculty and students, tutors and students, tutors and tutors, and students and students work cooperatively in every available type of learning environment which enlarges learning and instructional potential for students and faculty.**

- Short Term Objectives:**
- To continue the existing successful instructional alternative program and increase active involvement of faculty in the design of instructional courses, instructional strategies, and software as well as the selection, review, testing and other recommendations of all instructional support services available on campus (Goal 1, 3, 4).
  - To continue high quality tutoring in about 50 course areas (Goal 2).
  - To set a Language Lab in working order and begin training at least six faculty components to use that Lab (Goal 5).
  - To increase motivation and opportunities for faculty and classified staff to serve as trainers for teachers' aides, instructional aides and tutors (Goal 4).
  - To provide increased technological training for faculty, tutors, teachers' aides, and instructional aides so all VVC students take advantage of the most appropriate teaching and learning opportunities in the High Desert (Goal 3 and 4).
  - To provide a broader range of hardware, software and programming such as online instructional templates, videoconferencing opportunities, and

## SUPPORT SERVICES

### Academic Commons

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*line*

satellite downlink usage within the Academic Commons' setting in complete cohesion with The Learning Resource Center [LRC] and Instructional Media [IM] (Goal 3 and 4).

- To participate with the LRC and IM and become partner in a cooperative pair of facilities where faculty can develop further new instructional strategies (Goal 4).

**Long Term Objectives:**

- By the year 2001, to provide group and individual general counseling and career direction assistance to the three major student clientele groups: the general AC client; the basic skills student; and the CALWorks, hearing impaired, Student Support Student (SSS), EOPS, CARE, New Horizons, pre-learning disabled, physically disabled, and brain-damaged clientele (all of these clients currently use the Center extensively) (Goals 1, 2, 4, 6).
- To offer at least ten academic support activities for faculty staff and students each semester. This will include such activities as: seminars on the graphing calculator and on word problem solving methods; direction from English and math department faculty; poetry readings; art and photographic displays; small environment musical offerings; and other academic and learning activities currently unavailable in small scale and/or informal settings (Goals 1, 2, 3, 4, 5, 6).
- To provide a forum for at least five research student internships for academic and general leadership by student academic leaders: tutors, teachers' aides, instructional aides, and volunteers. [\$ 500 stipends] (Goals 2, 4, 5, 6).
- To use at least ten yearly volunteer and/or tutorial "chairs" or appointments of contributing past faculty and graduates of VVC or members of the community as tutors, mentors and/or returning visiting experts to inspire and to expand our opportunities to serve students. To provide yearly events where memorial plaques are presented to these persons (Goals 1 through 6).

**Resources Required - Short Term:**

*Personnel*

- Current staffing is generous for the short term.

*Facilities/Equipment*

- New facilities are most satisfactory for all work except online instruction and videoconferencing. However, if the Academic Commons is authorized on occasion to use the Learning Resource Center conference room under the direction of the Library and Instructional Media staffs, no additional facilities will be required. Scheduled use of that facility (in cooperation with the Library and the Instructional Media Department) will be very adequate.

*Other Requirements*

- Released time funds for general faculty and staff as well as Academic Commons (AC) staff to: learn online course work development; help students access online coursework; develop courses on study skills in general and also in heavily used subjects such as English and math; explore Digital Video Display (DVD) and Moving Picture Experts Group (MPEG) technologies; and learn two-way video conferencing equipment use. Yearly \$3,000
- Five academic and research student internships. Yearly \$2,500
- Volunteer and/or tutorial "chair" plaques. Yearly \$250
- AC staff training in online course development, template use, videoconferencing, DVD, MPEG, & language lab. Yearly \$ 1,000

**SUPPORT SERVICES**  
**Academic Commons**

- line*
- Professional Development* • Released time: Internet training for all AC staff, tutors. N/C
- Resources Required - Long Term:**
- Personnel* • Full time generalist/counselor spending one-third time with basic skills students, one-third time with the general 1500-2000 student users of the Commons; and one third time with CALWorks/SSS/physically and learning disabled/hearing impaired/brain damaged clients each semester.
- Facilities/Equipment* • If the Academic Commons is authorized to use the LRC conference room under the direction of the Instructional Media staff, no additional facilities will be required. Scheduled use of that facility (in cooperation with the Library and the Instructional Media Department) will be very adequate.
- Other Requirements* • Certified generalist counselor with secondary career direction skill (TITLE IV).  
• Training for staff in online course development and template use as well as use of videoconferencing equipment.
- Professional Development* • Training of staff by counselor in regard to special needs of the variety of clients.

**GOAL #2: To increase the range of content areas being tutored, enlarge the tutoring base, increase the tutoring budget, and provide a \$1.00 an hour increase in salary for Level 1, 2 and 3 tutors.**

- Short Term Objectives:** • To serve 2,000 students each semester (up from 1,500). This will demand greater tutor numbers (from 40 to 50), added tutor funding, and tutor training increase.
- Long Term Objectives:** • To reach the anticipated 2,500 (up from 2,000) students each semester. This will demand greater tutor numbers (from 50 to 60), added tutor funding and tutor training increase.

**Resources Required - Short Term:**

- Personnel* • Ten additional tutors in a range of courses as requested by the faculty.
- Facilities/Equipment* • New facility will be adequate.
- Other Requirements* • Hire and use the services of more tutors. Yearly \$5,000
- Professional Development* • Ongoing professional development for tutors and/or educational coursework from faculty and appropriate classified leaders in addition to the existing tutor training course.

**Resources Required - Long Term:**

- Personnel* • To reach 2,500 students each semester with tutoring services in at least 55 curricular content areas.
- Facilities/Equipment* • Facilities will need to be available all day on Saturday and half day on Sunday.
- Other Requirements* • Addition to the tutoring budget each fiscal year. Yearly \$5,000  
• Estimated increase to open and adequately staff the Academic Commons on Saturdays and half day on Sundays. Yearly \$20,000

## SUPPORT SERVICES

### Academic Commons

*line*

- Professional Development*
- Continuing Internet, online, videoconferencing, language lab, DVD, and MPEG coursework and/or training for staff and especially new tutors each semester.

**GOAL #3: To support and expand the use of technological delivery systems as an alternative/additional instructional tool for any courses offered by faculty wishing to expand resources for their students to learn. As a corollary, the Academic Commons staff wish to assist other faculty and staff in understanding the use and value of such alternative strategies so they too can begin to explore in these arenas.**

- Short Term Objectives:**
- To promote software as an instructional learning tool.
  - To encourage additional instructors to include media-based delivery methods in their course of studies.
  - To provide staff the opportunity to explore advances in newest technology which will support existing and future curricula.
  - To certify staff in areas necessary for implementation and maintenance of new technology systems.

- Long Term Objectives:**
- To derive a long term plan for transfer from simpler computer systems to the more compact and alternative delivery systems using the newest technological advances.
  - To pursue the concept of on-line delivery of course support materials.
  - To continue to upgrade certification of staff in areas necessary for implementation and maintenance of new technology systems.

**Resources Required - Short Term:**

- Personnel*
- Release time of approximately 10 hours a week for one semester for the IA III to: obtain CNA certification; visit instructors; assess faculty needs; research software; review upgrades; and present software alternatives for their consideration. Backup could be provided by the IA II in LD/ACT and backup support will be returned to the LD/ACT-IA II.

- Facilities/Equipment*
- Computer for IA II and/or computer tutors.
  - DVD equipment.
  - Video Server.

- Other Requirements*
- |  |           |
|--|-----------|
| • CNA certification (Certified Netware Administrator) of IA III. | \$2,000   |
| • Computer HP 200 Mz.  | \$2,000   |
| • DVD equipment.   | \$10,000  |
| • Video Server.  | \$20,000  |
| • Purchase of new software including maintenance fees.           | \$25,000* |
| • Licensing costs for new software.                              | \$5,000*  |

\*Software and licensing costs are variable, based on the "package" we purchase.

- Professional Development*
- Provide opportunity for site inspections of educational facilities of other colleges using the newest in technological advances.
  - Allow release time for the Instructional Assistant III to research and train in advance of the need to make transfers into more efficient, compact technologies and delivery systems.
  - Necessary time for Academic Commons staff members to in turn be

## SUPPORT SERVICES Academic Commons

line

trained by the IA III to use these systems.

**Resources Required - Long Term:**

- |                                 |   |
|---------------------------------|---|
| <i>Personnel</i>                | <ul style="list-style-type: none"> <li>• Release time to allow the IA III to learn on-line course delivery of instructional support material as well as in obtaining CNE certification. Backup could be provided by the IA II from the LD/ACT program and backup support will be returned to the LD/ACT-IA II.</li> <li>• Support from the Instructional Assistant II (LD/ACT) to assist the IA III in implementation of new technology.</li> </ul>   |
| <i>Facilities/Equipment</i>     | <ul style="list-style-type: none"> <li>• Upgrade of media lab computers to adapt to the new technology including on-line access.</li> </ul>   |
| <i>Other Requirements</i>       | <ul style="list-style-type: none"> <li>• CNE certification (Certified Netware Engineer) of IA III. <span style="float: right;">\$8,000</span></li> <li>• Computers with newest technology - 80 workstations @ \$2,000 <i>(If the computers for the new facility are purchased on a lease agreement with upgrades as needed, this expense will not be needed).</i> <span style="float: right;">\$160,000</span></li> <li>• On-line user/access fees. <span style="float: right;">\$5,000</span></li> <li>• Purchase of new software including maintenance fees. <span style="float: right;">\$25,000*</span></li> <li>• Licensing costs for new software. <span style="float: right;">\$5,000*</span></li> </ul> <p style="font-size: small; margin-top: 5px;">*Software and licensing costs are variable, based on the "package" we purchase.</p> |
| <i>Professional Development</i> | <ul style="list-style-type: none"> <li>• Continuous training of lead staff in new technologies <span style="float: right;">Yearly \$2,000</span></li> <li>• Seminars and training of support staff <span style="float: right;">Yearly \$1,000</span></li> </ul>   |

**GOAL #4: To provide a broader range of training for any VVC personnel directly involved in providing learning or in leading student tutors or aides in providing academic assistance.**

- Short Term Objectives:**
- To hire a full time, certificated staff developer/teacher to assume a set of specific staff development functions related to the entire college instructional community and to the Academic Commons and other similar instructional support programs. She or he will arrange for teaching strategy support for faculty, particularly in the technology domain. Any required coursework for new faculty or for classified staff will be based on designs developed and approved by the Human Resources department, VVC's California School Employees' Association (CSEA), the VVC Faculty Senate, and California Teachers' Association (CTA) and on research such as that of Ross MacDonald. She or he will teach graduate and undergraduate credit education courses.

She or he should also be assigned under the supervision of the Academic Commons Dean or Director, in goal setting, support, continued motivation and semester evaluations of all Academic Commons tutors and aides. He or she will also assist departments (who voluntarily choose to use this support) in training, goal setting and evaluation for other departments under the direction of department chairs and/or instructional staff.

This person should secondly assume all responsibilities for training and evaluation of all Academic Commons tutorial and aide staff members.

## SUPPORT SERVICES

### Academic Commons

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*line*

She or he will also put study skills courses online through the Academic Commons and teach study skills for conventional and online courses by using videoconferencing, online instructional strategies or direct study skills instruction in classes as requested by departments and instructors.

- To enlarge instructional support personnel training beyond tutoring to include teachers' aides and instructional aides as they assume more and more academic responsibility at VVC. Our teachers will be asked to work with classified personnel respecting their job descriptions but setting the instructional tone and giving any classified staff instruction appropriate to the academic tasks these personnel already do with varying degrees of direction, training, skill and support. It is time to imitate the medical profession which indeed is years ahead of us in providing professionally trained and more respected personnel.

- Long Term Objectives:**
- Ongoing sequences of required training activities for all existing and new personnel involved in working with or assisting faculty in any instructional activities.

**Resources Required - Short Term:**

*Personnel*

- A professionally certificated staff developer to develop education courses suitable for VVC personnel's needs or find the appropriate trainer to provide that staff development. The training this person will provide will be for some new faculty, for some new classified personnel involved in assisting in any instructional practices, media or related activities but who do not have the background needed, particularly in the technological arena, to meet VVC instruction needs.

*Facilities/Equipment*

- Certificated educational support staff development trainer office.
- Computer.

*Other Requirements*

- No requirements at the outset of the staff development work.

*Professional Development*

- Not needed in initial years of staff development work.

**Resources Required - Long Term:**

*Personnel*

- None identified.

*Facilities/Equipment*

- Not needed.

*Other Requirements*

- Not needed.

*Professional Development*

- Not needed.

**GOAL #5:** To configure the Language Laboratory and provide training for all involved instructors and aides; to review and choose appropriate multimedia curricula; to expand the existing language program; to add instruction in a Pacific Rim language; to reinstate German instruction.

- Short Term Objectives:**
- To install hardware and software in Language Laboratory.
  - To arrange for ASC instruction of faculty trainers and aides in use and capabilities of equipment.
  - To set curriculum guidelines and then review all appropriate multimedia materials for selection; select and install final materials.
  - To have trainers instruct other faculty and aides and/or tutors in use and capabilities of equipment and in selected multimedia curricula and materials.
  - To provide released time for above faculty and staff activities indicated above.

## SUPPORT SERVICES Academic Commons

*line*

- Long Term Objectives:**
- To determine the curricula and select materials for Pacific Rim and German language instruction; to hire and train personnel in the selected curricula and materials.
  - To set up professional visits to other schools with language laboratories; to set up networks with successful labs; to use vehicles such as video-conferencing to continue information exchange with other schools.
  - To configure and expand the lab to accommodate increased usage by other disciplines such as ESL, speech, theatre arts, music and sign language.

**Resources Required - Short Term:**

- |                                 |   |  |          |
|---------------------------------|---|--|----------|
| <i>Personnel</i>                | • To hire a half time Instructional Aide II.  |  | \$15,000 |
| <i>Facilities/Equipment</i>     | • No additional equipment needed after the language lab hardware and software is established as proposed in the Academic Commons/Library remodel project. |  |          |
| <i>Other Requirements</i>       | • No additional software needed.  |  |          |
| <i>Professional Development</i> | • ASC training will be adequate for startup activities and will be supplied by ASC at no charge.  |  |          |

**Resources Required - Long Term:**

- |                                 |  |        |          |
|---------------------------------|--|--------|----------|
| <i>Personnel</i>                | • Full time certificated coordinator to continue introductory activities and manage daily operations serving six or more curricular areas. |        |          |
|                                 | • Spanish, French and other curricular tutors available during lab courses and during open lab hours.                                      |        | \$1,700  |
| <i>Facilities/Equipment</i>     | • Media software for each added curriculum.  |        |          |
|                                 | • Additional stations as program expands.  |        |          |
| <i>Other Requirements</i>       | • Estimated additions of media and software.   | Yearly | \$10,000 |
|                                 | • Adjunct Pacific Rim and German instructors.  | Yearly | \$10,000 |
|                                 | • Additional tutorial staff.   | Yearly | \$3,000  |
| <i>Professional Development</i> | • Periodic training for coordinator, instructors, aides and tutors.  |        | \$2,000  |
|                                 | • On site training of adjuncts, aides, tutors.   |        |          |

**3.4D.1 Summary Of Requirements For This Cluster**

**Short Term (1998-2000):**

- |                             |   |  |        |          |
|-----------------------------|---|--|--------|----------|
| <i>Personnel</i>            | • Hire more tutors due to increased student tutoring and media use.       |  | Yearly | \$5,000  |
|                             | • Certificated staff development specialist; educational training skills. |  | Yearly | \$35,000 |
| <i>Facilities/Equipment</i> | • Released time for general faculty, staff and Academic Commons staff.    |  | Yearly | \$3,000  |

## SUPPORT SERVICES

### Academic Commons

<i>line</i>			
		• Five academic and research student internships.	Yearly \$2,000
		• Computer for staff developer office.	Yearly \$2,500
	<i>Other Requirements</i>	• Volunteer and/or tutorial "chair" plaques.	Yearly \$250
		• AC staff training: online template use; videoconferencing; DVD,MPEG.	Yearly \$1,000
		• CNA certification (Certified Netware Administrator) of IA III.	Yearly \$2,000
		• Computer HP 200 Mz.	Yearly \$2,000
		• DVD equipment.	Yearly \$10,000
		• Video Server.	Yearly \$20,000
		• Purchase of new software including maintenance fees.	Yearly \$25,000*
		• Licensing costs for new software.	Yearly \$5,000*
		<i>*Software and licensing costs are variable, based on the "package" we purchase.</i>	
	<i>Professional Development</i>	• Released time Internet training.	N/C
	<b>Long Term (2001-2005+):</b>		
	<i>Personnel</i>	• Hire, use services of more tutors because of increased student use.	Yearly \$5,000
		• Adjunct Pacific Rim and German instructors.	Yearly \$10,000
		• Additional tutorial staff.	Yearly \$3,000
	<i>Facilities/Equipment</i>	• None identified.	
	<i>Other Requirements</i>	• Saturday and Sunday staffing costs.	Yearly \$15,000
		• CNE certification (Certified Netware Engineer) of IA III.	Yearly \$8,000
		• Computers with newest technology - 80 workstations at \$2,000 ( <i>If the computers for the new facility are purchased on a lease agreement with upgrades as needed, this expense will not be needed</i> ).	Yearly \$160,000
		• On-line user/access fees.	\$5,000
		• Purchase of new software including maintenance fees.	\$25,000*
		• Licensing costs for new software.	\$5,000*
		<i>*Software and licensing costs are variable, based on the "package" we purchase.</i>	
		• Estimated additions of media and software.	Yearly \$20,000
	<i>Professional Development</i>	• Periodic training for coordinator, instructors, aides and tutors.	\$2,000
		• Continuous training of lead staff in new technologies.	Yearly \$2,000
		• Seminars and training of support staff.	Yearly \$1,000

## SUPPORT SERVICES

### Library & Instructional Media Services

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*line*

#### 3.4A.2 Programs In This Cluster

- Library (See Goals 1 - 4)
- Instructional Media Services (See Goals 5 & 6)

#### 3.4B.2 Overall Goals For This Cluster

**Short Term:** The Library and Instructional Media Services will focus during the short term on purchasing materials and equipment for the new facility with budget allocations from the State for this purpose. Other key goals during this time will include integrating information competency skills into the college wide core of knowledge competencies, improving access to disabled students, supporting district strategic goals in technology distance learning and diversity, providing faculty training and assistance in developing and delivering multimedia and Internet courses, and developing and implementing a staff development program for the Department.

**Long Term:** Long term goals for these two areas include continuing to improve services to students and faculty, developing and implementing information competency skills for students, improving access to on-line journals in full text and to resources in other libraries via Internet. Streamlining and improving processes through continued evaluation and maintaining currency of resources, equipment and software.

#### 3.4C.2 Specific Goals, Objectives And Resource Needs For This Cluster

**GOAL #1: To provide a quality collection of materials that will meet the needs of a diverse student population and curriculum at Victor Valley College.**

- Short Term Objectives:**
- Focus on spending \$573,000 available until Fall of 1998 for library materials.
  - Work with faculty on selection of materials to support the curriculum and core of knowledge competencies.
  - Improve technical processing services by updating OCLC.
  - Evaluate electronic sources for periodicals and other information.
  - Evaluate Interlibrary Loan process and Document Delivery services.

- Long Term Objectives:**
- Continue to select and acquire materials to enrich the college's curriculum and core of knowledge.
  - Continue to involve faculty in the selection and maintenance of library materials to support academic standards and diversity.
  - Further streamline OCLC cataloging processes.
  - Improve access to resources in other libraries through Internet, Interlibrary Loan and/or Document Delivery services.
  - Hire one additional librarian to assist in meeting this goal.

**Resources Required - Short Term:**

- |                             |  |
|-----------------------------|--|
| <i>Personnel</i>            | • More student help (\$5,000).   |
| <i>Facilities/Equipment</i> | • No additional facilities anticipated.  |
|                             | • Equipment needs anticipated to be met by new facility.   |
|                             | • Equipment fund already allocated.  |
| <i>Other Requirements</i>   | • Increase in regular funding for library materials, including electronic sources - periodicals and books (additional \$10,000). |
|                             | • Increase in supply budget to process above (additional \$2,000).   |

## SUPPORT SERVICES

### Library & Instructional Media Services

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*line*

- Increase OCLC Budget (additional \$2,000).
- Professional Development* • Workshops on training for OCLC updates and other related professional development (\$2,000).

#### Resources Required - Long Term:

- Personnel* • Collection Development Librarian to develop collection and work with faculty to select adequate resources to support curriculum.
- Facilities/Equipment* • Office and equipment for new librarian.
- Other Requirements* • Increase supplies budget to reflect inflation and growth.
- Increase regular funding for library materials to reflect inflation and growth.
- Professional Development* • Ongoing allocation for travel, conferences, workshops and training in new technologies.

**GOAL #2: To provide quality reference services, bibliographic instruction and an integrated program of skills necessary to access and utilize new information technologies in various formats.**

- Short Term Objectives:**
- Clearly articulate this goal as an institutional value.
  - Update Library 1A workbooks to more closely reflect research needs and to include more practice with electronic resources.
  - Provide workshops for faculty to assist them in designing their research assignments to integrate information competencies into the core of knowledge standards.
  - Hire additional hourly adjunct faculty to assist with reference services.

- Long Term Objectives:**
- Promote evaluation in all aspects of the instructional program to meet the changing needs of students and faculty.
  - Improve coordination and communication of the instructional program with faculty.
  - Develop and implement Information Competency skills for VVC students that integrate the cores of knowledge standards.
  - Hire a full time Director of Library/Media Services to provide leadership and direction for the Department.

#### Resources Required - Short Term:

- Personnel* • Hourly clerical assistance to facilitate workbook updates (\$5,000).
- Hourly adjunct to assist with reference services (additional \$25,000).
- Facilities/Equipment* • None identified.
- Other Requirements* • Additional supplies related to new and updated curriculum (\$5,000).
- Professional Development* • \$2,500 for conferences, travel to visit other programs for ideas, etc. and workshops to update and keep current in the profession.

#### Resources Required - Long Term:

- Personnel* • Hire a Director of Library Services.
- Hourly assistance as needed.
- Facilities/Equipment* • Update equipment as needed to keep current with technology and software changes.

## SUPPORT SERVICES

### Library & Instructional Media Services

---

*line*

- Other Requirements* • Additional supplies to keep up with inflation and growth.
- Professional Development* • Ongoing additional travel for professional activities, conferences, workshops, publications, etc.

**GOAL #3: Provide Victor Valley College students and faculty with access to information resources that support the strategic goals of the district (technology, distance learning, diversity and core of knowledge).**

- Short Term Objectives:**
- Implement Web access to the online catalog (SIRSI WebCat).
  - Provide Internet access in the library as a research tool.
  - Acquire ADA workstations and scanning/reading system to support students with disabilities.
  - Develop a Library Technology Plan.

- Long Term Objectives:**
- Develop a library Web page based on online access to core resource sites.
  - Provide access to an online core collection of academic journals and newspapers in full text, and a basic online reference collection.
  - Develop a schedule for equipment repair and replacement to keep current with changing technology and software.

**Resources Required - Short Term:**

- Personnel* • MIS support to implement SIRSI Web access and Internet connections.
- Facilities/Equipment* • None identified.
- Other Requirements* • Budget for ongoing replacement and updating of equipment/software (\$10,000).
- Professional Development* • Training for operating and maintaining ADA equipment and other tech related travel, workshops, etc. (\$4,000).

**Resources Required - Long Term:**

- Personnel* • None identified.
- Facilities/Equipment* • ADA equipment training for staff.
- Other Requirements* • Establish a separate budget for electronic library resources.
- Professional Development* • Travel, conference, workshop to continually update knowledge and skills.

**GOAL #4: To provide opportunities for staff members to enhance their professional skills and abilities.**

- Short Term Objectives:**
- Conduct needs assessment to determine staff needs and develop hierarchy of activities/methods to meet them (1999).
  - Gather, analyze and verify data collected and design appropriate solutions for the needs/problems/issues (2000).
  - Implement and evaluate effectiveness of at least 6 such activities by Fall 2000.
  - Develop activities that will enhance knowledge of diversity needs.

- Long Term Objectives:**
- Develop evaluation tool for continuous improvement.

## SUPPORT SERVICES

### Library & Instructional Media Services

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*line*

- Modify and improve the process using the data collected.
- Establish an ongoing schedule for the needs assessment process and staff development activities.
- Assure that every staff member has participated in at least one activity per year.

#### Resources Required - Short Term:

- |                                 |   |
|---------------------------------|---|
| <i>Personnel</i>                | <ul style="list-style-type: none"> <li>• No additional full time staff required.</li> <li>• Hourly assistants for short term data collection and tabulation (\$2,000).</li> </ul> |
| <i>Facilities/Equipment</i>     | <ul style="list-style-type: none"> <li>• No additional space or equipment required.</li> </ul>  |
| <i>Other Requirements</i>       | <ul style="list-style-type: none"> <li>• \$1,000 for hourly assistants.</li> <li>• \$2,000 for supplies and materials needed for activities.</li> </ul>                           |
| <i>Professional Development</i> | <ul style="list-style-type: none"> <li>• Conferences, travel, presenter fees, substitutes as required or appropriate.</li> </ul>  |

#### Resources Required - Long Term:

- |                                 |  |
|---------------------------------|--|
| <i>Personnel</i>                | <ul style="list-style-type: none"> <li>• Hourly assistants for data collection and tabulation and ongoing program development needs.</li> </ul>          |
| <i>Facilities/Equipment</i>     | <ul style="list-style-type: none"> <li>• No anticipated needs for further facilities or equipment.</li> </ul>  |
| <i>Other Requirements</i>       | <ul style="list-style-type: none"> <li>• \$2,000 per year for hourly assistants.</li> <li>• \$2,000 per year for materials and supplies, etc.</li> </ul> |
| <i>Professional Development</i> | <ul style="list-style-type: none"> <li>• Travel, conference fees, presenter fees and ongoing activities.</li> </ul>                                      |

**GOAL #5: To integrate new and emerging technologies to ensure quality and currency of department services.**

- |                               |  |
|-------------------------------|--|
| <b>Short Term Objectives:</b> | <ul style="list-style-type: none"> <li>• Computerize equipment and materials inventory and check-out system.</li> <li>• Put into daily use the equipment and materials inventory and check-out system.</li> <li>• Designate an Equipment Hub for every classroom building.</li> <li>• Equip 3 Smart Classrooms and instruct faculty in use of equipment.</li> <li>• Place a video camcorder in every Equipment Hub.</li> <li>• Re-implement campus Information System.</li> <li>• Circulate annual survey to assess new technology and equipment needs of campus community.</li> <li>• Add 1 additional classified staff member experienced in new and emerging technology.</li> <li>• Develop an equipment replacement schedule that can be implemented in phases.</li> </ul> |
| <b>Long Term Objectives:</b>  | <ul style="list-style-type: none"> <li>• Evaluate, adopt and implement the use of emerging technologies in the day-to-day operation of the department.</li> <li>• Assist faculty with evaluating, adopting and implementing the use of emerging technologies in the classroom to enhance core of knowledge competencies.</li> <li>• Maintain currency in emerging technologies through print and electronic media, conferences and workshops, and membership in professional organizations.</li> <li>• Replace outdated classroom and Hub equipment with state-of-the art instructional equipment to support new and emerging technologies.</li> </ul>   |

## SUPPORT SERVICES

### Library & Instructional Media Services

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*line*

- Maintain currency of diverse media materials—digital video format and beyond.
- Continue surveying the campus community to assess technological needs.
- Review staffing needs annually and recommend increases appropriate to needs.

#### Resources Required - Short Term:

- |                                 |   |
|---------------------------------|---|
| <i>Personnel</i>                | <ul style="list-style-type: none"> <li>• Add 1 additional staff member to provide department coverage for week-end college to meet increased demand for department services.</li> </ul>   |
| <i>Facilities/Equipment</i>     | <ul style="list-style-type: none"> <li>• Upgrades of equipment and computer programs within the department (\$10,000).</li> <li>• Purchase equipment to implement phases of equipment annually (\$25,000).</li> <li>• Equipment for 3 smart classrooms (\$150,000).</li> <li>• Video camcorders for 9 hubs (\$23,000).</li> </ul> |
| <i>Other Requirements</i>       | <ul style="list-style-type: none"> <li>• Campus Information System (\$4,000).</li> <li>• Membership in professional organizations (\$500).</li> </ul>   |
| <i>Professional Development</i> | <ul style="list-style-type: none"> <li>• Ongoing training in new and emerging technologies and attendance conferences and meetings of professional organizations (\$3,000).</li> </ul>  |

#### Resources Required - Long Term:

- |                                 |  |
|---------------------------------|--|
| <i>Personnel</i>                | <ul style="list-style-type: none"> <li>• Annual review of staffing needs based on expanded campus hours, greater demand for services and weekend college; add staff based on review findings.</li> </ul>   |
| <i>Facilities/Equipment</i>     | <ul style="list-style-type: none"> <li>• Upgrade equipment material and computer programs within the department.</li> <li>• Purchase equipment to implement phases of equipment replacement schedule.</li> </ul>   |
| <i>Other Requirements</i>       | <ul style="list-style-type: none"> <li>• Ongoing review of department needs based on new and emerging technologies with budget available to implement indicated change; budget accordingly.</li> <li>• Additional work study.</li> <li>• Additional supply money.</li> </ul> |
| <i>Professional Development</i> | <ul style="list-style-type: none"> <li>• Ongoing training in new and emerging technologies.</li> <li>• Ongoing travel expenses to conferences.</li> </ul>  |

**GOAL #6: To provide faculty training and assistance in the development and delivery of multi-media presentations and of Internet courses.**

- |                               |  |
|-------------------------------|--|
| <b>Short Term Objectives:</b> | <ul style="list-style-type: none"> <li>• Resurrect faculty multi-media training and production center by replacing obsolete components and purchasing/installing missing parts.</li> <li>• Video tape classes and other presentations for integration into online courses.</li> <li>• Edit tapes for use in online courses.</li> <li>• Hire a repair technician to facilitate faculty training and Internet Course support.</li> </ul> |
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## SUPPORT SERVICES

### Library & Instructional Media Services

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*line*

- Long Term Objectives:**
- Offer ongoing workshops for faculty to enable them to integrate multi-media presentations into their classrooms; (Powerpoint presentations, etc.).
  - Offer ongoing workshops for faculty in the development of multi-media curriculum and supplemental materials.
  - Offer ongoing assistance for faculty in the selection of multi-media programs for their classrooms that strengthen core of knowledge competencies.
  - Provide Internet access and assistance to faculty for the development of Web based courses.

**Resources Required - Short Term:**

- Personnel*
- Add 1 repair/technical position to the department as justified by need and equipment usage.
- Facilities/Equipment*
- Provide faculty work area within the new Instructional Media Services Department.
  - Upgrade and replace equipment as needed.
- Other Requirements*
- Increase work study allocations (\$5,000).
  - Increase supplies per annual recommendation (\$10,000).
- Professional Development*
- Ongoing training in new and emerging technologies and attendance at conferences and professional meetings (\$3,000).

**Resources Required - Long Term:**

- Personnel*
- Add staffing in accordance with annual review of needs.
- Facilities/Equipment*
- Ongoing annual rotational equipment replacement to reflect changing demands of classroom instruction.
- Other Requirements*
- Ongoing review of department needs based on new and emerging technologies with budget available to implement indicated changes.
- Professional Development*
- Ongoing training in new and emerging technologies.
  - Ongoing travel expenses to conferences.

#### 3.4D.2 Summary Of Requirements For This Cluster

**Short Term (1998-2000):**

- Personnel*
- 1.0 FTE library faculty to year 2000 (reassigned existing staff).
- Facilities/Equipment*
- 1 office for new library faculty - 100 square feet.
  - Office furniture and equipment for library faculty (\$10,000).
  - Software upgrades (\$10,000 annually).
  - Equipment replacement (\$25,000 annually).
  - Video camcorders for 9 hubs (\$23,000).
  - Equipment for 3 Smart classrooms (\$150,000).
- Other Requirements*
- \$4,000 for Campus Information Systems.
  - \$70,000 in materials and supplies to meet program needs to year 2000.
- Professional Development*
- Additional \$1,000 per staff member per year for travel, conferences and professional development (total of \$15,000).

## SUPPORT SERVICES

### Library & Instructional Media Services

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*line*

**Long Term (2001-2005+):**

- Personnel* • 1.0 FTE library faculty to year 2005 to meet needs indicated.
- Facilities/Equipment* • One office for additional library faculty.
  - Office furniture and equipment for library faculty.
  - Office furniture and equipment for administrator and secretary (\$50,000).
  - Software upgrades (\$10,000 annually).
  - Equipment replacement allocation for phases (\$25,000 annually).
  - Workstations for 2 FTE classified (\$10,000).
- Other Requirements* • None identified.
- Professional Development* • Additional \$1,000 per staff member per year for travel, conferences and professional updates.