

**WEST VALLEY COLLEGE  
Data Collection Form**

**All Administrative Services Departments**

All Administrative Offices (e.g., President's Office, Vice-Presidents' Offices, Division Offices, etc.) Name of Department or Office:

**Dean, Student Support Services**

**Name(s) of Person(s) Completing Form:**

**Ginny Aragon**

**Date completed:**

**10/25/08**

**1. Briefly describe the current scope of the department or administrative function.**

(For instance, name parts of the program, types of services offered, and so forth. For example, facilities might encompass custodial, grounds, and maintenance.)

*This Office has administrative oversight for Admissions (on-line, in person and phone services for applying and registering for classes), Records (evaluations for degrees, certificates, transfer, certifications), Financial Aid (includes Veterans and Scholarships), Outreach (high school relations primarily with some community outreach, student ambassador program, point office for Concurrent Enrollment, Middle college (w. VP Inst) and early Admissions program (with Counseling) Campus Center (student government, student activities and shared contract involvement with VP Admin Services as primary) , and Health Services (nurse/emergency coverage, CDAAP program, mental health services, well programs). Office also coordinates emergency book program and handles student appeals and complains especially in areas of oversight. I also act as point person for various issues and topics such as coordinating the Design team for student services (specifically for the upcoming Campus Center renovation) , addressing various policies and procedures including emerging issues such as veterans programs/services.*

*Although there are issues and needs around the administrative issues in the Dean's office, these are also somewhat imbedded in the functions of Admissions and Records where the Dean's office is located.*

**2. Briefly describe the strengths and weaknesses of the department or administrative function.**

(For instance, a strength might be "the grounds are continually cited as beautiful and well-kept." A weakness might be "a lack of office space to accommodate staff.")

***Strength** – strong partnerships and relationships within student services and other aspects of the campus; positive evolution of on-line tools for students and faculty for registration and applying to WV –including on-line parking ; strong partnerships with Info Services, finance. Parking office, and other front-line service areas, positive relationships – developed over time within high schools; credible fin aid office, evolving student leadership and activities areas within improving campus center environment; well integrated and evolving mental health services tied to education/in-service initiatives. We generally work well together and truly view ourselves as student centered.*

**Weaknesses** – not enough resources to reconfigure A&R lobby area for better student computer/phone use especially for registration and on-line parking purchases ( better furniture, privacy oriented computers for secure transactions and Fin Aid applications); need for storage for Outreach, Health Services and A&R – especially FERPA/HIPPA compliant; resources to securely scan transcripts and records before 1976 (our multiple large file cabinets in Records area); better student flow in A&R to get through building to Counseling and other services as an example. There is a need for ongoing training and in-service. Facilities needs cut across all services and functions to better align and deliver services.

We have VERY dated job descriptions that hamper innovation and our ability to reorganize, cross-train to make our functions more efficient. Job descriptions can be over 10 years old and need to be updated to meet the current job related functions – high use of technology/Datatel skills, and communication skills to assist with trouble shooting for students. Our HR systems do not support innovation and ability to shift personnel to meet demands and student needs.

### 3. Describe what you know about the following:

#### a. Check the demographic trends that might affect your department or service.

- Growing numbers of non-English speaking residents
- Increasing population in district service area
- Increasing older population in service area
- Other (specify)

*Individuals with limited computer access and ability (could be non-English speakers; students who apply late and need financial aid quickly - not a quick process); increasing numbers of high school students/partnerships with parents and those issues; increasing stress and mental health issues of students both on and off campus.*

*There are also needs from emerging new populations that need resources and knowledge to serve them appropriately. These could be students at a distance or prototypical international students who need options to start their education in the US; they could be students in the military both active and retired who need special services and our efforts. At this point – some by infrastructure and some by organization, we are not as responsive or pliable as we should or need to be. Increasing economic hardship issues also impact financial aid – limited staff and increased program mandates and documentation controls increase complexity and lags in processing. Changing high school and job market profiles in the community can change Outreach and recruitment priorities i.e. changing high school graduation rates, LEP students, rising unemployment rates etc.*

**RATIONALE:** What is your rationale for believing that this (these) trend(s) might affect your department or service? In what way will your department or service be impacted?

*The needs are shifting and we have to be more available and targeted to meet needs and evolve as well. We have fewer Student Ambassador dollars.*

**b. Check the economic trends that might affect your department or service.**

- The unemployment rate in the area
- The growth of jobs in the area
- The lack of jobs in the area
- State budget
- College budget
- Other (specify)

*Changing high school populations, change in 4 year school transfer options, various special populations needing special handling i.e. niche International students, immigrant population demographics.*

**RATIONALE:** What is your rationale for believing that this (these) trend(s) might affect your department or service? What will be the impact on your department or service?

*As front-line services and retention oriented services, we have to flex to meet the needs of who comes in the door. As the community shifts quickly given all the issues in the community, we are then expected to respond. Budgets, employment rates, immigration, emotional needs of students, leadership development – all impact what are the needs of the programs.*

**c. Check other trends that might affect your department or service.**

- The emphasis on sustainability and/or "green" concepts
- Endangered species laws
- ADA accessibility issues
- Technology trends
- "One-stop shop" concepts
- Other (specify)

*FERPA/HIPPA compliance issues, security and safety concerns; technology upgrades/options other schools have that we are behind in i.e. portals to assist with student communication and registration issues, etc.*

**4. Describe any changes or plans at the local, regional, state or federal level that may affect this department (if any).**

*Interesting question: I think changes in Ed Code and Title V will evolve our activities; funding mandates between K-12 and community colleges; abilities of 4 year schools to take our transfer students; maintenance and space needs to serve evolving programs and retention needs of students. Community expectations that make the relationships amongst area schools more seamless; work in the community to address college-going rates; mental health concerns and support from students attending WVC especially given the shrinking community resources; better community spaces on campus on par with neighboring colleges at the very least.*

**5. What changes will occur on campus in the next few years that will impact your department? Describe *how* your department or office will be impacted.**

**Construction!** *Need for students to have better, co-located student service spaces to allow more of a One-Stop functionality and cost savings to piggy back on shared functions i.e. reception, intake, etc. Technology improvements – but likely without the technology support – to enable better on-line services (applying, registering, help lines, guidance information in-line with student skill levels (high or low)*

**Access and retention** – *we need to set priorities and goals and then have the data to measure if we are netting results. We tend to say ‘yes’ to everything and not have a context or focus on what we are about. And then that seems to bog us down to be less responsive when we need to because we are quite scattered in our approach. Our community has rapidly changing demographics – ethnically, economics, nationality, high school graduation rates etc. – and we are not as up to speed in both capturing the student interest and also pivoting to meet the student learning issues i.e. responsive programs/curriculum scheduled to meet needs of adult learners to help upgrade skills more quickly.*

**6. What do you expect will happen to this department in the next five years?**

- Department will remain relatively *stable*
- Department projected to *expand*
- Department projected to *downsize*
- Department to be *deleted*
- Department will experience significant change in how services are delivered

*My administrative role bridges the areas I work with directly. There is also the continual need to expand services and student support to meet changing needs i.e. scholarships, book services, Outreach planning, etc.*

**Please explain the rationale for your choice(s).** What will be the impact of your choice on staffing, space/facilities, equipment/infrastructure, technology support, trends, curriculum changes/adaptations, delivery methods, etc?

*This area needs to innovate and work with IS to develop portals and more ease of access application, registration and follow-up systems. Our information needs to be translated into the communication style - and maybe even the languages of – our emerging student groups.*

**7. Input to the facilities plan:**

- a. Briefly, describe the *adequacy* of the existing physical environment for this department or office.** (Examples: “hard to find, not enough storage space, no privacy, too much noise from the hallway,” etc.)

*Physical space is a travesty and very limiting in all sectors: in Admissions space, we do not have the privacy and computer availability for a modern, functioning student centered admissions space; our records area is not as secured as we would like ( a 'pass-through' kind of space)nor do we have the storage space for the records we have to maintain; we need a private meeting space for one-one consultations and reviews and we need to be able to scan our records for security; financial aid has many of the same issues. Health services needs expanded space for mental health and wellness programs and also is at max with storage; the Campus Center, although scheduled for a phased renovation, has serious maintenance issues and also needs to address improved vendor space(s) to improve revenue stream. Student services, in general, needs to be more tied together to help students find and use the services. We are a very spread out campus. The Dean's Office specifically is quite adequate.*

**b. Please list the departments that your office works closely with along with the most desirable physical adjacencies and why.** (Examples: "we work closely with 'x' which is currently located on the other end of the campus; improved adjacency would improve efficiency".)

*Student services programs especially as tied in with the access of students would benefit from being more co-located so students could more easily find and use services. Our 30+ year temporary buildings are in terrible shape, do not meet the growing student needs especially integrating technology – and really send a terrible message to students about services. They are almost un-usable even with the 'can do' approaches of the programs' leadership. Our neighbor colleges have new one-stop student services centers which make our front-line and retention service building appear even clunkier. But we do work well together facilitated by 2X month Student service Council meetings and also interest well with our Instructional partners. We also would value having a more articulated physical space proximity to the Bookstore which is tucked away behind in the Campus Center and students can have a hard time finding it – not good from many perspectives.*

**c. Briefly, describe any specific facilities modifications required.** (Examples: larger or modified office space, cubicles, meeting space, storage, warehouse or other specialized space, etc.)

*I envision co-located space so students can come in to A&R. get their needs meet, and then flow through to Counseling which is near to other students services and the Bookstore. Students can 'hang out' in the Campus Center as they get to class. An innovative learning center assists students with academic support and all of this is defined within a perimeter that is easy to find and get for accessibility and hours of service. We have storage for records, our work and student space is safe/secure, and we have space to meet and work on projects i.e. collating packets for workshops, space for student ambassadors to work, small group work, . Our buildings have the cabling, wiring - or are wireless – for the connections that provide adequate registration stations, for example.*

*Health services and the campus center have adequate, well-maintained, and flexible space to offer programs and services to various groups of students, staff and the community. Privacy, security, health and safety are concerns for these spaces as well.*

*In A&R, we would remove the VP's of Instruction and Administrative Services offices and create a 'pass through' to Counseling and those services for better linkages for students. Outreach needs space to meet with students, parents, and school/agency personnel.*

