

Categorized Institutional-Level Recommendations

Campus Environment

- Examine staffing and space allocation of Veterans' Centers at surrounding colleges to ensure competitiveness.
- The College needs to attend to general maintenance and upkeep of the campus environments, especially as it relates to health and safety issues.
- Replace and expand the number of mailboxes.
- The College should consider ways to use classroom space more efficiently and/or create additional classroom space.
- Repaint campus structures in need (i.e. the outside of the Administration Building).
- Update and refurbish the Child Development Center, as improved appearance and up-to-date facilities positively impact enrollment, satisfy health and safety regulations, and reflect the character of the institution.

Technology

- Invest in accounting systems that integrate with one another to improve efficiency.
- Purchase and use a folding and sealing machine for all programs to use and especially to ensure privacy in the delivery of paycheck stubs and checks.
- All courses, online, hybrid, and face-to-face, should utilize Canvas course shells, especially to ensure grade transparency to students at all times.
- Programs should expand the use of individual video technology to promote, advertise, provide specific information, and explain program-specific features.
- Increase Internet capabilities at off-site campuses.
- All classroom hardware/instructional technology across campus needs service maintenance and/or replacement.

Staffing

- Reclassify or hire a 100% registrar.
- In order to achieve growth in the International Student program, the College needs to make some investments in staffing: specifically, the specialist position needs to be evaluated and upgraded in order to achieve enrollment growth in this area.
- Hire additional staff in General Accounting to deal with the increase in categorical and grant funds.
- Each academic division should have a dedicated full-time counselor to assist in recruitment, counseling, and retention efforts.
- The College should consider English and math success metrics in gateway courses, Guided Pathways, and equity issues in the full-time to part-time hiring strategies.
- Increase salary for Child Development Center employees to be on par with similar centers.
- Provide at least one additional network/PC specialist.

Research

- Work with Institutional Research & Planning (IRP) to develop data collection systems to support program improvement in mailroom services.
- Include items about the campus' physical environment on the Campus Climate Survey.
- Institutional Research & Planning (IRP) should ensure all programs know how to collect, interpret, and analyze data in efforts toward program and institutional improvement.
- Develop and implement a systematic quality review process for all levels of planning: program, unit, and area.
- The College should consider addressing enrollment management issues relating to fill rates, individual course days and times, course offerings, as well as certificate and degree completion.

Other

- Provide in-service training to all staff in how to deal with psychologically impaired students.
- Develop a comprehensive, ongoing, and sustainable program to recruit, train, and monitor student tutors for basic skills and courses with high DFW rates.
- The College should support courses with high DFW rates and students whose skills need support for college-level work with additional resources, such as tutors, supplemental instruction, etc.
- Each program should develop and annually update a program-specific manual of policies and procedures.
- Although program level standards are a required component of instructional program review, there appears to be a good deal of variation in how they are applied within the context of program review. The use of program level standards and their application across the college should be revisited by the committee and a recommendation that facilitates more uniform application developed.