

**Clovis Community College**  
**Unit/Program Plan 2018-2019**  
***Student Support Service/Administrative Units***

Department \_\_\_\_\_

Unit/Program \_\_\_\_\_

Disciplines included in the Unit/Program \_\_\_\_\_

**1. Description of the Unit/Program**

*(Brief description of the Unit/Program)*

**2. Status report on improvement goals from the prior Unit/Program Plan (or program review)**

*(Brief description of the status of each improvement goal cited in the prior Unit/Program Plan.)*

*Unit/Program: insert goal #1, goal #2, goal #3, etc. from the prior plan and provide status update for each*

**3. Status report on the Unit/Program's contribution to the [College Strategic Plan Goals and Objectives](#)**

*(Identify unit/program's contributions to at least one institutional goal or Strategic Plan goal, objective, or action step.)*

*Unit/Program: insert specific Strategic Goals or objectives and list completed activities/outcomes that support meeting these goals.  
(Refer to Appendix A.)*

**4. President's Strategic Goal Focus 2018-2020: Increase Course Success Rates**

For 2018-2020, Clovis Community College will focus on increasing course success rates.

*This supports strategic goal 2.3: Increase completion rates of degrees and certificates.*

**a. CCC Course Success Rates (all courses)**

	2015-16		2016-17		2017-18	
Clovis Community College	Headcount	Success Rate	Headcount	Success Rate	Headcount	Success Rate
<b>CCC Success Rate (All Courses)</b>	<b>9,747</b>	<b>71.3%</b>	<b>10,456</b>	<b>74.2%</b>	<b>11,657</b>	<b>74.7%</b>

Note: Program and course level data can be accessed at [CCC's Institutional Research](#)

**b. Performance review on Student Support Service/Administrative Units and impact on course success rates**

*(Brief summary of unit impact on the selected data points; be prepared to identify areas in need of improvement in the discussion with the Dean. Add improvement goals for the coming year.)*

**5. Unit Three-year Data Summary**

**a. Performance review on unit specific data identified by the unit**

*(Brief summary of unit performance on the data points; be prepared to identify areas in need of improvement in the discussion with the Dean. Add improvement goals for the coming year.)*

**6. Provide an example of how SLO and SUO data analysis has contributed or will contribute to unit/program improvements.**

**7. Improvement Goals**

**a. Describe short-term improvement goals**

*(List 3-5 departmental changes (at a broad level) anticipated in the next two years. Activities should address areas identified as needing improvement in the data analysis section of this plan. Do not include requests for resources.)*

**b. Potential Projects, Activities, and Improvement Goals**

*(List 2-3 points outlining the department’s vision for the future. Include strategies to address areas identified as needing improvement in the data analysis section of this plan. Tie to Strategic Goals/Objectives. Do not include requests for resources)*

**Student Support Service/Administrative Units:**

<b>Student Support Service Units</b>	<b>Administrative Units</b>
Academic Counseling (CalWORKs, CAYFES/Next Up, & EOPS)	Business Services Office & Building Services
Admissions & Records	Institutional Research
Financial Aid	Marketing/Webmaster & Graphic Design
Health & Psychological Services	Office of Instruction
Outreach	Office of Student Services
Student Activities	Technology