# Clovis Community College

## **Unit/Program Plan – Spring 2018 - 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)*

1. **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.*

1. **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.)*

1. **President’s Strategic Goal Focus 2017-2020: Increase Course Success Rates**

For 2017-2020, Clovis Community College will focus on increasing course success rates.

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

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

**Note:** Access program and course level data at [CCC’s Institutional Research](http://www.cloviscollege.edu/about/institutional-research/index.html)

1. **Performance review on discipline-specific data on course success rates**

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

1. **Unit Three-year Data Summary**
   1. **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.)*

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

1. **Improvement Goals**
   1. **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.)*

* 1. **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:**

Academic Counseling (Athletics, CalWORKs, CAYFES/Next Up, Career, DSP&S, Enrichment, EOPS, Honors, Transfer, TRIO, Veterans)

Admissions & Records

Financial Aid

Health & Psychological Services

Library

Outreach

Student Activities

Tutoring

**Administrative Units:**

Business Services Office & Building Services

Institutional Research

Marketing & Communication

Office of Instruction & Student Services

Technology