

**Student Affairs Plan Goal 3: Assess the general college environment, including adequate academic and non-academic spaces for students.**

**Unit: ABSE**

Developed non- credit applied mathematics curriculum for under- prepared students interested in enrolling in manufacturing programs.

**Unit: AVIATION MAINTENANCE TECHNICIAN**

1.

a) Overall planning calls for the AMT unit to be fully moved from the main LCC campus to the Aviation Campus on the south end of the Eugene Airport beginning Winter term 2007.

b) The objective is to significantly enhance opportunity for AMT students to gain direct experience with aviation operations and aviation services on the airport. This valuable experience often leads to employment.

c) To better utilize faculty and physical facilities in the Flight Technology program and the AMT program. This arrangement adds a practical element for both pilots and AMT's

2. A substantial increase in computer lab capacity yields a significant improvement in the use and flexibility of the faculty and instructional facilities. This capacity provides for wireless technology permitting AMT's to replicate operations in a modern aviation maintenance facility including the ability to down-load current aircraft systems status and down-link technical data from common data bases.

3. Perkins monies have been used to purchase new technology NDT equipment (Non-destruct testing). The new technology can detect faults in metal structures and in composites.

4. The move to the airport campus provides an important "real" opportunity to stress and enhance emphases on professionalism and operational safety.

5. Grant sources are being developed and federal funding sources are being investigated as a source of funds to substantially expand the real physical facilities, classroom and office spaces in the airport campus complex to house the anticipated increased student load...this in response to a major increased need for well trained technicians on a global basis. The request for 2005 – 2006 was not funded, work is under way to prepare for the 2006 – 2007 funding year.

6. A concerted effort is being made to place selected aviation artifacts, which are not essential for instruction, in public locations - the objective is to gain as much exposure for the program as possible within considered fiscal constraints.

7. There is a considered increased effort to network with private enterprises, education institutions, agencies such as the FAA and the Oregon Department of Aviation. The objective is to maximize opportunity for marketing, increasing employment opportunities for graduates and increasing opportunities for faculty to gain experience in current technology in the industry.

**Unit: BUSINESS**

Completion of Business Department office space (total of 2.5 office space moves)

## OISS Accomplishments

### Student Affairs Plan Goals

Fiscal Year 2005-2006

#### Unit: BUSINESS DEV. CENTER

Lane Micro Business is the largest provider in the state for MBs. We have expanded our outreach/marketing efforts to include larger populations of artisans, women, minorities, Veterans, the disabled, people with low incomes and surrounding rural communities. There is more of a focus in growing businesses versus developing hobby businesses.

Re-organized reception area to create a more welcoming environment for students and business owners seeking information.

#### Unit: CENTER FOR MEETING & LEARNING

Exceeded revenue goal, bringing in 630K.

Received high customer satisfaction results; rated 4.6 out of 5.

Solid booking trends for 2007, including re-booking (some 3-4 years).

Developed quality staff, solid team work with customer service focus.

Sponsored three successful CML speaker events that included Meg Wheatley, Ron McMillan, and Drs. Peter and Susan Glaser.

Implemented marketing plan, including website, brochure, tag line, and logo.

Introduced new catering menu, increasing the number of vegan, vegetarian, and local items on the menu.

Increased pricing for external groups, and lowered internal rates from 40% to 30% of external rate.

Implemented sustainability initiatives, contributing all food scraps and coffee grounds to the composter. Purchased reusable dishes for campus catering.

Completed audio-visual upgrades in the large conference rooms 102-104 and auditorium.

Increased community partnerships, including City of Eugene, EWEB, hotels, etc.

Opened the David Joyce Gallery with two art exhibits during the year.

#### Unit: CIT

Upgraded lab with 30 new laptop computers

Redesigned support for students in CIT instructional lab with extensive training for lab aides

#### Unit: CONFERENCE & CULINARY

Strong leadership of division with addition of Brian Kelly as Food and Beverage Manager.

#### Unit: ENROLLMENT SERVICES

Worked with Degree and Transcript Evaluation Team (Margaret Kimble, Siv Serene Barnum and Jason Elliot) to realign how students approach them with an ACD line, e-mail communication and moved the backlog of evaluations significantly ahead.

Created a process with Virginia Brady and Gwen Slyuk to have students push #1 when calling Enrollment Services to have Gwen look up L numbers.

Provided for better service to students and staff by moving Veteran's Affairs up to the second floor, High School and Community Relations to the first floor and created an Information window, staffed by Gwen Slyuk and Virginia Brady.

Realigned furniture in lobby to bring students closer to windows while creating a hotel-like lobby which is much warmer and less institutional.

Removed all forms from the lobby and put them on the web, which results in a huge costs savings for printing and form maintenance and provides improved access for students and staff.

Purchased additional software functionality from TouchNet which will allow students to designate others in a 3rd party capacity who can access and make payments on their accounts.

Worked with Information Technology to create a process by which all credit admits must have an e-mail address and provided information to students through IT to find out how to obtain free e-mail address. Significantly reducing printing and postage costs within my department by using e-mail to send admission letters with "L" numbers to admits.

## OISS Accomplishments

### Student Affairs Plan Goals

Fiscal Year 2005-2006

Worked with Student Services Directors to propose and see through to implementation the new \$30 First Time Credit Enrollment fee resulting in our now longer having to make students pay for Testing and Graduation, expediting processes for students and staff.

Implemented an improved Bus Sticker look up process using a feature in ExpressLane that radically improved the speed at which we can dispense stickers to students.

Worked with Bert Logan to all but eliminate complaints coming from students at collections by decreasing the threshold at which we send students to outside collection agencies.

Based on feedback from faculty and Instructional Chairs worked to change opening registration times from 4 a.m. to 2 p.m. resulting in better service to students.

#### Unit: FAMILY & HEALTH CAREERS

Developed a course in Cultural Diversity for Healthcare

The Gray Family Scholarship available to Early Childhood Education (ECE) students had been extended until 2013. The ECE program received \$20,000 for scholarships each year.

#### Unit: FLIGHT TECHNOLOGY

1. Faculty and staff are encouraged to sustain an environment that is "student friendly." We actively practice the principle of "Students First."

2. We periodically up-date our furnishings and the technology available to our students.

3. Staff member take an active position with the college to make sure the lawns are watered and the facilities are neat and clean.

1. Significant changes have been made to improve the productivity of the physical resources and equipment. These changes have a potential of being able to support up to a 50 percent increase in student training activity with existing facilities and equipments.

2. Increase use of technology to improved efficiency with reduced administrative support.

#### Unit: FOODSERVICES

Hired new Food and Beverage Manager.

Ended year with \$1.3 million in sales.

Overall, no price increases during the year.

Organic fruit introduced, fruit sales increased 450%.

Shifted 20% more of food purchases to local vendors.

Implemented sustainability initiatives, i.e., energy-misers, re-usable dishes, etc.

Broke records for composting.

Built strong partnership with Wellness program.

Staff turnover provided new opportunity to raise level of overall performance and expectations.

Introduced new Dining Dollars, electronic debit cards, to the Food Court.

Introduced the use of VISA to the Food Court.

Shifted to on-line FS survey.

#### Unit: HOSPITALITY MANAGEMENT

New contracted faculty was hired.

Program assessment grant was received to participate in developing a systematic, ongoing program assessment component for the Culinary Arts Program.

#### Unit: LANGUAGE, LITERATURE & COMMUNICATION



## OISS Accomplishments

### Student Affairs Plan Goals

Fiscal Year 2005-2006

The LLC Division faculty has been active in the development and implementation of a number of innovative initiatives to enhance student learning, e.g., FYRED UP! First Year Experience, Writing 115 and 121 for Women in Transition, the development of WR 227 as an online course, Writing for Scholarships, and the development of the introductory literature series (Eng 104-106) in an online format. Faculty are also developing hybrid classes, and a number of the division's courses include a Service (community-based) learning component. Additionally, the college-wide "Reading Together" program. Several new learning communities have been developed.

Each department within LLC is developing an assessment plan for their program. The Language Department is developing outcomes for first year classes and has developed a one-credit course to help certain students with the academic demands of language study; Language PT faculty developed curriculum for a Spanish class for culinary workers. The Speech Communication department has created a plan and an instrument to assess (initially) Speech 100 and 111 (transfer courses); one faculty member was awarded a assessment grant to develop a promising plan. The English Department has created outcomes for all Writing courses and all Film Studies courses, implemented a Student Perception Survey across the classes, and has a plan (which requires a modest level of funding) for evaluating writing across the LCC campus; work is underway for assessment of literature courses. The English Department has assessed its literature offerings and made strategic changes for 05-06 in order to be fiscally sustainable.

Two LLC students won awards and publication in the League for Innovation's Student Literary Competition journal; a third won honorable mention. A number of students were supported by English Department faculty to publish their work in Denali and Earth Tithe.

#### Unit: SOCIAL SCIENCE

The division continued to develop curriculum and structure courses that provided a safe and inclusive environment for discussion of diversity and multi-cultural issues. Faculty and staff were active in college efforts in these areas (e.g. Ethnic Studies, White Privilege, and the Diversity Council). They also offered, and are developing, course that address these issues. Ethnic Studies completed the last of four emphasis areas, Asian-American Experience for implementation this year. Sociology and Psychology began development of diversity focused curriculum initiated through Unit Planning and funded through curriculum development funds. The division also participated in the first two of a series of sessions focused on resolving respectful work environment issues and developing skills for handling such situations.

#### Unit: WOMEN'S PROGRAM

Numbers of students served:

The Women's Center provided positive supportive services to students, contact numbers increased from 04/05.

oIn 2005/06 the Center had 20,669 visitors and responded to 5,183 phone calls.

oThe Center logged 7526 student computer users (for Express Lane & other student use)

oIndividual peer help with financial aid forms was provided to 749 students from Jan – June 2006.

oWomen Starting College workshops served 434 students

Diversified offerings in the Women's Center

oHosted Women's Center presentations on a variety of topics, targeting different audiences

oHosted weekly video series focusing on diversity issues

oAcquired additional posters for Center displays depicting diverse women not previously represented in the Center's collection

oPosted a rainbow sticker at the entry to welcome LGBT visitors

oIncreased library holdings that focus on issues/concerns for Latinas, some written in Spanish (20 books added)

oAcquired more brochures in Spanish and designated an area on our brochure rack for all the Spanish language brochures

Provided support for Reading Together (RT) and Learning Communities

oAcquired the RT books for the Women's Center library

oInformed RT Coordinator of RT-related events in the Center so they could be included in RT publicity and the RT web page

oWC Coordinator continued as a member of the Learning Communities Leadership Team

oLearning Community faculty made presentations in the Center as a way to market their upcoming classes.

## OISS Accomplishments

### Student Affairs Plan Goals

Fiscal Year 2005-2006

#### College and community relations

Staff were members of the following community councils & committees:

- oHASCA
  - oDomestic Violence Council
  - oState Attorney General's Taskforce on Sexual Assault
- Staff participated in the following college councils, committees and task forces
- oSAGA
  - oLearning Council
  - oDiversity Council
  - oLearning Communities Leadership Team
  - oAcademic Program Review
  - oAcademic Council
  - oPeer To Peer
  - oFirst year experience planning steering committee
  - oFYRED Up
  - oTitle 111 grant
  - oR Tech
  - oPathways
  - oFaculty Safe group
  - oLane's chapter of AAWCC
  - oClass schedule redesign

#### Unit: WORKFORCE DEV.

Assisted with job search strategies and processes through resume development and evaluation, weekly Job Club meetings, and job search workshops.

Assisted with career planning through assessment and evaluation of interests, skills, abilities, personality, and learning styles. Assisted with educational research and development, including weekly "Access to Training" workshops orienting participants to next steps for career planning; access to learning tools in the Resource Center; one-on-one career and job search advising; and referral to ABSE, ESL, Testing, Counseling, Women in Transition, etc. Advisors assisted participants with labor market exploration of chosen career fields and developed plans with students for training opportunities.

Focused on student retention through one-on-one advising and motivation, assistance with barriers to completion, and student follow-up.

Program performance is monitored and/or audited by state and federal agencies to ensure compliance with WIA and state regulations. Dept. conducts internal file reviews throughout the year. Comment box is set up in lobby to elicit feedback from participants. Dept. workshops and seminars are evaluated by participants at end of each activity, including pre- and post-activity assessment of knowledge base.

Maintained safe, comfortable and welcoming environment designed for serving students of diverse backgrounds; signage in Resource Center is in English and Spanish; utilized ESL workstudy/learn and earn students to create bilingual presence; housed Experience Works which provides job search services for those 55 and older; partnered with LILA to provide services for deaf and hard-of-hearing participants; specialized computer workstations in Resource Center with large monitors and ADA compliant accessories; kitchen area for participant use.

Have staff out stationed in DHS offices in Florence, Cottage Grove and Springfield.

Marketed college's ability to train for proposed new companies locating in Lane County, with Lane Metro Partnership.

Staff provided on-campus marketing and outreach efforts, connecting students, instructors and staff to community resources, training and employment services through department tours.

Participated in Rapid Response activities during local company layoffs, connecting community members with workforce and college campus services.