



# GILIGIA COLLEGE

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## Student Services Plan

### The Strategic Plan: Giligia College

The highest level of planning at Giligia College is the Strategic Plan. This plan was developed in an 10 month process that involved a complete review of the Vision, Mission and Values; stakeholder outreach to numerous internal and external constituencies, an environmental scan and data gathering, and development of an implementation and accountability plan. The Strategic Plan has eight broad goals which encompass student success, academic excellence, serving the diverse needs of the community, improving facilities and technology, establishing a strong culture of sustainability, cultivating a healthy organization, developing financial resources, and improving institutional effectiveness. Each of these strategic goals is supported by broad strategic objectives.

### Student Services - Plan

The Student Services Plan is the institutional-level plan that derives from the Strategic Plan and defines the college's purpose as an institution. The Chief Administrative Officer and Student Services Coordinator manage the Student Services Plan, which includes the specific implementation strategies to support the strategic plan goals and strategic objectives. That plan includes a mission statement aligned with the college missions, a vision for each area, and core values that affirm those of the college. Each plan typically includes 4-5 broad strategic goals. These plans are reviewed every 3 years. The current Student Services Plan covers the years 2015-2017.

### Student Services - Mission

Giligia College has established a comprehensive arrangement of student services that are carefully designed by a team of professionals. The student services plan guided by the mission of the College is dictated toward student development. It is the twofold intent of student services to support each student's educational success and to ensure an organization that is measured for effectiveness and satisfaction by both its clients and its providers.

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# Admissions, Records & Enrollment Development

2015 - 2017

## **Vision**

To provide students with the necessary self-service tools or personal assistance to assure open access, student success and educational goal completion.

## **Mission**

To ensure open and equitable student access and assure that enrollment, record management, student confidentiality and student grades are consistently maintained and updated as state, federal and District policies change.

## **Core Values**

- Learning
- Academic Excellence
- Sustainability
- Diversity
- Community
- Beauty
- Compassion
- Innovation

## **Strategic Goals:**

1. Develop and implement a comprehensive 3-year Strategic Enrollment Plan with the goal of increasing student enrollments.
2. Collaborate with citizens across the community to develop and implement a targeted community outreach program.

# Student Services Coordination

2015 - 2017

## **Vision**

The Student Services Department aspires to contribute to the college's vision of building an inclusive, diverse and sustainable learning community by creating personal, responsive counseling and support services and courses that engage the whole person.

## **Mission**

The mission of the Student Services Department is to provide counseling, instruction and services which assist individuals in attaining their educational, occupational and personal/life goals, and to promote life-long learning through passionate pursuit of personal and professional growth.

## **Core Values**

- Innovative and responsive support services
- Diversity of staff, of service, in an atmosphere of collegiality and mutual respect
- Community building
- Compassion in all interactions
- Collaboration with staff and the community
- Sustainability in our work environment
- Holistic wellness and promoting joy in learning and work

## **Strategic Goals:**

1. Support student success through comprehensive and expanded outreach activities, counseling services and teaching that support life-long learning.
2. Increase student retention and successful completion by offering additional orientations, counseling, educational planning, articulation with other colleges, and follow-up services.
3. Enhance cultural competency to better serve all students by offering specialized learning communities and support services.

# Student Financial Services

2015 - 2017

## **Vision**

To remove the financial barriers of attending college for all qualified students.

## **Mission**

The mission of Student Financial Services (WIA and Veterans Affairs) is to provide timely financial assistance to qualified students so that monetary concerns that are an obstacle to their enrollment, attendance and success in college are minimized to the extent possible with federal, state and private funds.

## **Core Values**

- Learning
- Academic Excellence
- Sustainability
- Diversity
- Community
- Beauty
- Compassion
- Innovation

## **Strategic Goals:**

1. Expand and sustain access by eliminating financial barriers, expanding strategic outreach efforts, and delivering timely and effective financial support to qualified students.
2. Increase enrollment, retention, academic progress, and goal completion of students through financial support, focused academic counseling, and clear academic standards.
3. Promote and support social and economic equity in our community through enhanced support of traditionally underserved students: first generation, academically and/or economically disadvantaged, English Language learners, Veterans and students with disabilities.