MISSION
West Hills College Coalinga is committed to achieving student learning through the provision of educational, cultural, and economic development opportunities to our current and future students and the local and global communities that we serve.

VISION
West Hills College Coalinga strives to become a premiere interactive learner-centered community college recognized for its contribution to educational, social, cultural, and economic vitality.

COLLEGE GOALS
1. We will maintain our focus on improving student success, improving customer service, and on being learner-centered.

2. We will develop and strengthen college and community interactions to improve access to education opportunities.

3. We will demonstrate academic quality, leadership, engagement, innovation, and creative thought.

4. We will effectively utilize existing resources and pursue additional resources to achieve the mission of the college.

MEMBERSHIP
--- representation from each of the following: administration, directors, certified, classified, and students ---

- Academic Informational Services
- Athletics
- Categorical Programs
- Chief Student Services Officer - CHAIR
- Counseling/Advising
- Financial Aid
- Instruction
- International Student Services
- Library Resource Center
- North District Center – NDC
- Residential Services
- Students
- Tutorial Center

CHAIR: One council member will serve as Co-Chair with the CSSO.

MEMBER TERM LENGTH: 2 years

MEETINGS: Monthly

COUNCIL RESPONSIBILITIES:
PURPOSE: To develop, implement, monitor, review, evaluate and revise student support services in accordance with the College’s Mission, Vision and Strategic Plan.

1. Access
   - Review and provide recommendations for equitable access, comprehensive reliable services, and delivery of services regardless of location or delivery method.
   - Review and provide recommendations for outreach activities, assessment tests and student orientations. Review and provide recommendations for admissions and records, student fees and financial aid.
• Review and provide recommendations on policies affecting academic regulations, academic honesty, nondiscrimination, transfer issues, grievances and complaints, and sexual harassment.

2. Success
   ▪ Review and provide recommendations on policies affecting students’ success.
   ▪ Make recommendations and identify priorities for counseling and academic advising programs.
   ▪ Review and make recommendations regarding grants and outside funding-source proposals that impact student support services to verify relationship to student support services and the College’s Mission, Vision and Strategic Goals.

3. Accreditation
   ▪ Assist in the development, planning, preparation, supervision and completion of the accreditation self-study.
   ▪ Promote a campus culture that is aware of accreditation.

4. Budget
   ▪ Develop and monitor the student support services operating budget.
   ▪ Prioritize budget requests from program review documents and/or student support services documents.

5. Support Staff Needs
   ▪ Make recommendations and identify priorities for new student services support staff positions annually.
   ▪ Review and revise the Student Handbook annually.
   ▪ Assist with monitoring and orientation for new student services support staff.
   ▪ Make recommendations regarding assignments and use of office space for student services support staff.
   ▪ Promote staff development activities for student services support staff to improve their individual effectiveness consistent with the College’s Mission, Vision and Strategic Plan.

   ▪ Make recommendations for Flex Day/Duty Day activities related to staff and improvements for student learning.
   ▪ Assist in the improvement of communication between the student services support staff and faculty.

6. Planning / Research
   ▪ Review and interpret research data related to student support services.
   ▪ Promote the use and understanding of research and a basis for student support services decision-making.
   ▪ Review the End-of-the-Year Report, which is presented to the Board of Trustees by the College President.

7. Program Review
   ▪ Review the student support services program review process.
   ▪ Review program review documents annually and present a summary of proposed needs, changes and problems to the College Planning Council (CPC).

8. Student Learning Outcomes
   ▪ Supervise implementation of student learning outcomes for student support services.
   ▪ Collect and review student learning outcome narrative reports each semester.
   ▪ Make recommendations to the College Planning Council (CPC) and Academic Senate for using assessment results to improve student learning.

9. Technology
   ▪ Makes recommendations and identify priorities for technology issues related to student support services.

Council approval date: April 08, 2010