



## **SAN JOAQUIN VALLEY COLLEGE**

### **NON-INSTRUCTIONAL PROGRAMS and SERVICES**

#### **Student and Employee Service and Business Outcomes**

##### **Academic Affairs Department**

The San Joaquin Valley College Academic Affairs Department provides services to students and employees in the operational areas described below:

##### **Library and Learning Resources Center**

San Joaquin Valley College Library and Learning Resources Centers:

- Train students and faculty to navigate through resources and to locate a variety of materials for their assignments
- Prepare students to demonstrate the information competency skill for evaluating a source and determining its reliability, authority and point of view
- Contribute to the development of students who are well-rounded citizens and life-long learners with curiosity for information and resources beyond coursework

##### **Student Services**

San Joaquin Valley College Student Services:

- Provide resources and support systems to assist students with academic, professional and personal needs
- Train students to access and utilize information for academic, personal, professional, or vocational purposes
- Provide students with professional growth opportunities

##### **Student Center**

San Joaquin Valley College Student Centers:

- Prepare students for college level math and English
- Ensures 100% of students complete their readiness study plans
- Provide tutoring services to students
- Prepare students for success in their classroom and vocation

## **Instruction Support Services**

San Joaquin Valley College Instruction Support Services:

- Provide a foundation for effective teaching and resources for curriculum development, lesson planning, and assessment
- Provide ongoing professional development to faculty and academic staff to ensure students are engaged in effective outcome-based instruction
- Provide administrative professional development and opportunities for collaboration in order to foster standardization and equity of instruction

## **Registrar**

San Joaquin Valley College Registrar services:

- Ensure security of student records
- Provide students timely access to school records
- Operate under policy and practice that complies with regulatory, accreditation, and institutional standards

## **Academic Program Review**

San Joaquin Valley College Academic Program Review services:

- Coordinate Program Reviews for every academic program at least once every two years
- Use student achievement and student learning data as the basis for the Program Review discussion, program decisions, and program improvement plans to increase student achievement and success
- Evaluate the effectiveness of improvements implemented at previous Program Reviews
- Use Program Review results for institutional effectiveness and planning purposes

## **Human Resources**

San Joaquin Valley College Human Resources Department:

- Invests in the professional development and training of employees
- Maximizes employee participation in the decision-making process
- Attracts and retains qualified faculty and staff
- Assures compliance with all applicable state/federal statutes

## **Graduate Services**

San Joaquin Valley College Graduate Services Department:

- Provides appropriate job search instruction
- Provides appropriate job search assistance

- Prepares students for certification and licensure
- Achieves institutional graduate placement goals
- Provides employers with opportunities to provide input in instructional program review

### **Financial Aid Services**

San Joaquin Valley College Financial Aid Department:

- Delivers financial aid to students while maintaining compliance with all applicable regulations
- Delivers financial aid to students in a timely manner
- Provides clear and accurate information to students regarding their financial aid eligibility

### **Marketing Services**

San Joaquin Valley College Marketing Services Department:

- Features students who are representative of the college's student population
- Provides prospective students with clear and accurate contact information in all marketing communications
- Identifies and distinguishes various program offerings, enabling students to make informed educational choices
- Communicates information in marketing campaigns accurately and consistently to potential students and the community while complying with all regulatory and accreditation standards
- Provides marketing materials which inform potential students of the hands on training, skills, and career specific knowledge they will acquire prior to graduation

### **Admission Services**

San Joaquin Valley College Admissions Department:

- Administers assessment and practices that are effective in identifying and selecting students who have the ability to succeed at San Joaquin Valley College
- Operates under policy and practice that provide prospective students with clear, accurate information in a manner that complies with all regulatory and accreditation standards
- Provides prospective students with effective support and guidance in selecting programs that offer the best opportunity to fulfill their career goals
- Counsels new students on the level of personal commitment required to succeed as a full-time student at San Joaquin Valley College
- Provides new students with clear understanding of the work environment and job duties in the professional positions associated with their chosen program
- Informs new students of institutional services and resources available for support and guidance

## **Facility Department**

San Joaquin Valley College Facilities Department:

- Provides safe and functional facilities which support the institution's programs and services
- Maintains safe and clean facilities per established institutional standards
- Maintains and replaces equipment per established institutional schedules and standards
- Provides facility staffing in accordance with Association of Physical Plant Administrator standards
- Provide a timely response to student and employee facility questions and problems

## **Purchasing Department**

San Joaquin Valley College Purchasing Department:

- Provides a timely response to employee purchasing requisition system requests
- Delivers quality and value added goods and services in support of programs and services
- Distributes student textbook and supplies per established institutional standards
- Provides a timely response to student and employee purchasing questions and problems

## **Information Systems Department**

San Joaquin Valley College Information Systems Department:

- Ensures that students and employees have computer equipment and timely upgrades to hardware and software in support of institution's programs and services
- Maintains network uptime for the entire institutional system
- Provides timely response to student and employee questions and problems

## **Accounting Department**

San Joaquin Valley College Accounting Department:

- Maintains compliance with governmental regulatory agencies
- Maintains appropriate policies and procedures to ensure compliance with Generally Accepted Accounting Principles
- Posts student account contracts on a timely basis
- Provides timely disposition and updates to student accounts