

GILIGIA COLLEGE

Strategic Plan 2022 - 2023



History:

Giligia College was established in 2006 by Mr. Hovhanes Kartounian to meet the growing needs of the community and of the Information Technology and Healthcare industries. Since then, the community and the industries have responded. As a result, the college has experienced continual growth and has expanded its course offering considerably.

In 2010, Our Glendale Campus was forced to relocate due to the city extending a freeway exit. Giligia College relocated to Montrose on the campus of Armenian Sisters Academy, until we found a strategic location for Giligia College.

In 2012 Giligia College established a new campus in Van Nuys, California. This campus is positioned in the neighborhood of low income communities .This is not a coincidence but a strategic decision, because it's a high unemployment area where vocational training is needed more than other places around the community. As a result of hard work and commitment to its mission Giligia College has experienced vast amounts of growth. Mr. Kartounian works to continue to provide students with the necessary tools to successfully fill the needs of the community for well trained and qualified professionals.

Mission:

Giligia College is committed to educating students in selected fields with quality undergraduate education, professional studies and career-related certificate programs. Through its academic and co-curricular programs, we provide vast educational and career opportunities which relate to both academic and personal development of students. Our college strongly supports faculty involvement, community research, and creative work that will develop the communities located around our institution. Giligia College instructs students to skilled proficiency levels by offering its approved courses and is committed to building greater access for initial employment and career advancement. Our institution prepares students to be responsible, creative problem-solvers, and thoughtful leaders in a global society.

Vision Statement:

Giligia College trains Information Technology and Healthcare professionals in the fields of Managerial, Design, Technical and Medical. We strive to serve the vocational education needs of the residents of Los Angeles County; including the communities of Van Nuys, Reseda, Canoga Park, San Fernando, Pacoima, Sun Valley, Granada Hills, Northridge, Burbank, Glendale, La Crescenta, Montrose, and Hollywood.

As an Institution we excel by constantly adding valued information to our curriculums about the most current and updated Technology and Healthcare needs of the community. We also know how to how to address those needs by using the most comprehensive training programs. Input from community members and qualified staff are what our institution is all about; by committing to implementing best practices in the vocational training field. We will distinguish ourselves from other providers in the field by setting high standards for our administrators, faculty, and students. This will be achieved by developing widespread policies and by standing firm on the principles we represent.

2022 - 2023 OBJECTIVES

1. New Library
2. Secure continued accreditation with COE / Complete re-affirmation self-study
3. Employ a more structured management team (Dean of Academics, Director of Student Services, and Admissions Director).
4. Continued student satisfaction and institutional outcomes (Placement, Academic, and Completion).

Strategic Plan – Objectives:

1. Giligia College has long been overdue for a more comprehensive and resourceful campus library which is capable of meeting the technological demands of today's classroom needs. To solve this issue, we are implementing a new updated campus library, which will not only meet the needs of the students but the instructors as well. The need to acquire more effective instructional resources is key to creating a beneficial learning experience for Giligia College students. ETA – 12/2023
2. The institution is currently preparing for our first re-affirmation visit from COE this year. As a result, the institution must submit a sufficient Self-Study in order to continue to be accredited. All departments will be preparing for the accreditation visit by continuously preparing documentation and gathering criteria for our team visitors.
3. As the need to provide additional support services for our student increases, the institution has begun to restructure management and employ additional staff members. These new staff members will oversee our academic and student service departments in order to

assist the institution in producing well-rounded and better prepared students/graduates. The need to have additional student services staff members is to improve our placement outcomes. Create a culture of inclusion, diversity, equity and action.

4. As the school continues to receive positive feedback from – students, graduates and employers; Giligia College will continue to do the following to ensure continued success.
 - a. Provide the student with a beneficial educational environment, which meets the needs of the students with varied learning resources.
 - b. Provide support services such as interview prep, dress code preparation for interviews, Career counseling, which contributes to instructional effectiveness and ultimately student success.
 - c. Provide up-to-date industry related training to advance the skills of the graduates and meet the current demands in their field of training.
 - d. Offer our students the guidance to become successful employees in our community.
 - e. Select teachers with professional experience in the vocations they teach and the ability to motivate and develop students to their greatest potential;
 - f. Continue providing the most state-of-the-art equipment and media resources beneficial to their chosen profession.
 - g. Continually evaluate, gather feedback for and update educational programs.
 - h. Add another computer lab classroom and construct it to be accessed by web design students – ETA 05/2024
 - i. Create a college portal where employees can login to access their timesheets. – ETA 01/2025
 - j. Create a tech support department in order to help faculty and staff remotely address technically issues. 06/2025

Strategies for Achieving Objectives:

1. **Creating Updated Library** – Order new computers with touch screen for easy student access, order electronic textbooks on tablets for students to have an easier time accessing class materials and study time. Make more work stations for the library to be able to occupy more students at a time.
2. **Re-affirmation** - conduct weekly staff meetings to touch base on each assigned standard and check on staff progress, answer questions and correct mistakes for the self-study.
3. **New student Services Staff** – Conduct interviews to hire new staff for our student services department. Also attend job fairs to find the right candidates. Improve accessibility and outcomes for all members of our community by adopting equitable policies/practices throughout Giligia College. Attract, recruit, hire, and retain more diverse campus leaders, including students and employees. Build cultural competency throughout the Giligia College community.
4. **Student and Employee Support Methods** - Continually improve all Giligia College functions (including practices, processes, policies, teaching and learning) so that the College is more resilient and responsive to external and internal needs. Continually hold all functions of the College accountable through ongoing assessment, alignment, and integration practices to better serve the needs of our community.

This Strategic Plan is evaluated annually by the Administration of Giligia College to ensure the educational activities and outcomes support the mission of the college. Evaluation includes analysis of comments collected from – faculty, staff, students, graduates, employers of graduates and advisory committee members. Additionally, retention and placement are also included in the annual analysis. Once analysis is complete, an action plan is developed and documented into the Strategic Plan.

Objectives Evaluation Strategies:

- Giligia College will continue to have annual meetings, amongst administration and faculty, regarding strategic program development for all offered programs; frequency of these meetings will increase as needed to address tasks associated with achieving satisfactory outcomes.
- Giligia College will address all course objective at its annual meeting held at our Van Nuys campus.
- Annual review of the strategic plan will be conducted to ensure objectives are being met in the time specified and to provide any further assistance to any of the departments responsible for executing their strategic plans.

Projected Financial Resources:

Financial strength and stability is the bedrock upon which any successful strategic plan rests. At Giligia College, it undergirds our commitment to academic excellence; without it, the Colleges ability to launch, sustain, grow, and evaluate quality academic programs is severely compromised. Financial strength and stability also buttresses our commitment to student success, whether we're attracting more of the best and brightest students, bridging the gap for those students with developmental needs, or developing programs that grow our enrollment and improve our retention and graduation rates.

- Ensure quality and efficiency in all University operations by implementing baseline budgeting focused on strategic initiatives and strengthening programs.
- Include an evaluation of funding levels in the academic and administrative program reviews conducted on a rotating basis.
- Conduct an annual departmental faculty workload analysis to ensure responsible stewardship of resources.

A. Administration:

The primary goals of Giligia College is to ensure that educational programs offered are maintained according to Federal, State and Accreditation agency standards. To ensure that the institution and its educational programs are maintained according to federal, state and accreditation standards, Giligia College has reorganized it's administrative and management team to develop and maintain internal policies and procedures designed to ensure that the activities conducted are in compliance with agency policies. In many cases the policies and procedures adopted by Giligia College exceed the minimum Federal, State, and accreditation standards. Giligia College takes the team approach to this function and hires only individuals qualified to collectively manage parts of the institution. The following areas are identified as areas of concentration for Administrative and Management improvement.

1. MAINTAIN A TEAM OF QUALIFIED ADMINISTRATORS

Giligia College is managed by a team of dedicated and qualified personnel. Collectively, these individuals are responsible for maintaining the activities of the institution in accordance with institutional Federal, State, and Accreditation standards and guidelines. To ensure that the administrative team is adequate and capable for the direction of the institution, Giligia College has developed the following plan.

Giligia College recently hired key personnel to join the current administrative team; the institution is currently seeking additional management. These individuals were hired based on qualifications, and/or previous experience based on similar business practices.

2. DEPARTMENTAL SUPPORT

The management team works closely with each department to ensure that the activities of each department are in compliance with institution, federal, state and accreditation standards. This is accomplished through close contact with department meetings, including a daily open-door policy, quarterly departmental meetings, up-to-date written department operating policies and procedures, and annual departmental effectiveness plans.

3. STUDENT RELATIONS

The educational needs of the student are important to Giligia College. To achieve a positive working relationship with students and to address concerns, the administrative and management team of Giligia College conducts on-going student survey monkey satisfaction surveys. These surveys are designed to provide the student with an ongoing opportunity to express their commentaries and concerns regarding the Institution. Additionally, each student is made aware of the "Student Complaint" or the "Student Inquiry" forms located at the receptionist's desk at the beginning of their program and during orientation. If a student wishes to speak to a member of the administration or management team, the students is encouraged to complete and submit a student complaint form. Once the form is processed it triggers an automatic response by the administrative team within 5 days.

Areas of Improvement:

Based on the analysis of the most recent survey monkey survey, Giligia College determined the following areas for improvement:

- Improve student satisfaction with Admin Services such as: maintaining a consistent enforcement of school policy and provide further training to new and current employees on school policies.

Strategies to Improve:

Strategies to Improve	Person Responsible	Time to be Completed
1. Conduct Customer Service In-services training for Administrative Staff	Chief Administrative Officer	Bi-Quarterly
2. Conduct Random Student Surveys of Administrative Services	Director of Administration	Quarterly
3. Evaluate Survey Data to Identify areas of improvement	Director of Administration	Quarterly

4. DEVELOPMENT OF ADMINISTRATIVE PERSONNEL

Giligia College is committed to administrative capability. This is accomplished through many avenues. First, administrators are hired for their qualifications, and background. Second, Giligia College recognizes the value of consistency in administrative personnel to ensure the continuity of oversight given to the constant state of changes seen in post-secondary vocational education. To keep up with these changes Giligia College recognizes the need for the ongoing development of its administrative team. In response, Giligia College has developed the following plan for continuous education for staff members. Giligia College has the following policies for staff continuous education, it is required for staff to annually update their professional skills therefore they are mandated to take workshops or training courses related to their position. Training / workshop certificates are collected at the annual evaluation for all staff members.

Strategies to Improve	Person Responsible	Time to be completed
1. Maintain Qualified Administrative personnel	Chief Administrative Officer	Ongoing
2. Conduct Weekly Meetings to assess administrative needs	Chief Administrative Officer	Ongoing
3. Require attendance of continuous education training sessions or workshops to ensure the development of administrative Personnel.	Chief Administrative Officer	Annually

B. Academic Department:

The president of the college with the assistance and recommendation of the director of administration, is responsible for overseeing the functions of the Academic faculty department and to ensure that educational activities are in agreement with the college mission. This requires annual evaluation of faculty performance, adequacy of physical campus location including classroom equipment, educational outcomes; including evaluation of surveys and comments collected from faculty, staff, students and other departments.

The Director of Administration is also responsible for maintaining and monitoring educational outcome data including retention rates. It is the responsibility of Director of Administration to analyze the data collected and to recommend an action plan to improve the educational outcomes of the campus. Once the recommended action plan is developed the director of administration will discuss the plan with the college President to implement the plan. The following areas are areas identified for improvement.

BUSINESS OFFICE:

The Office Manager is responsible for overseeing the day to day operations of the Business Office and the Financial Aid office. It is the responsibility of the Office Manager to ensure that the activities performed by the Office Staff are in agreement with the mission and objectives of the college. This requires regular evaluation of department's activities.

The Business Office meets weekly to discuss department efficiency issues. Additionally, the Business Office meets quarterly with the Academic office to discuss student issues that affect both the Academic and Business office. Additionally, it was brought to the attention of administration that office space was not adequate.

The following action plan was developed to address these issues.

Strategies for Improvement	Person Responsible	Time to be Complete
1. Continue weekly staff meetings to ensure that issues such as students concerns are resolved quickly	Director	Ongoing
2. More frequent performance evaluation to assess employee efficiency of work.	Director	Ongoing
3. Requirement of ongoing in-service training and professional development of Business Office Staff.	Director	Ongoing

C. PLACEMENT OFFICE

The Director of Administration is responsible to ensure that the overall activities of the department are performed in agreement with the mission of the College. Further it is the Presidents responsibility to monitor the successful outcomes of the student services department to determine the educational effectiveness of the College and its program offerings. The Student Services Department monitors the educational effectiveness through the use of surveymonkey.com surveys designed to obtain comments collected from Graduates, Employers, and Advisory Members. Additionally, it is the responsibility of the student services coordinator to analyze the placement rate data collected from the previous year. Once an analysis is completed, the Placement Director meets with the School Director to formulate an action plan to address areas for improving the institution's placement rates.