

# Program Review Comprehensive Report



## Program Review - Student Services: Student Employment

### Area Overview

#### 2017 - 2018

**Mission:** Student Employment Services provides Norco College students access to on-campus employment opportunities to help support their educational needs. We are committed to working effectively with on-campus departments, as well as select off-campus educational partners, to connect students with part-time employment where they can learn valuable skills and connect with resources to enrich a positive college experience. (Revised, Spring 2017)

**Philosophy Statement:** Student Employment is dedicated in providing students with meaningful work experiences aimed at enhancing college and career goals, while providing financial support through Departmental, CalWORKs or Federal Work Study. We strive to build collegial working relationships between our student employees, faculty, staff, and the community. (Revised, Spring 2017)

**Summary:** Student Employment is committed to providing and maintaining job opportunities, which provide our students with work experience, while promoting educational success at Norco College and beyond. By working closely with campus departments and community partners, the office serves as the College's employment hub whereby: 1) employers can post job openings, 2) prospective student employees can learn about job opportunities, 3) student employees' timesheets are collected and processed, and 4) funds are monitored to ensure compliance with federal, state, and institutional regulations. Given the significant financial challenges community college students face as they pursue post-secondary education, Student Employment Services continues to provide a vital function at Norco College to ensure that positive work opportunities are available to meet the needs of our diverse student population. (Revised, Spring 2017)

**Strengths:** 1. Student Employment Services improves the quality of student life by making sure their financial needs are met, while also giving many students real-world experiences to prepare them for future careers. This is consistent with national data and in alignment with Norco College's Strategic Plan Goal #2.

2. Effectively administered more than \$300,000 of Norco College's Federal Work Study allocation to support eligible students for on- and off-campus employment opportunities.

3. For this academic year, 330 students were placed in on- and off-campus employment positions, with the majority being funded through the Federal Work Study program.

4. Effectively monitored student eligibility throughout the year to ensure students maintained a minimum 2.0 cumulative grade point average and enrolled in a minimum half-time status.

5. Supervisors of student employees continue to submit documents (hire forms, timesheets, etc.) in a timely manner with minimal errors. These collaborative efforts are important to ensuring student employees receive a timely start date at their placement sites, as well as proper delivery of paychecks.

**Students Served:** Despite receiving no additional federal work study funds during the 2016-2017 academic year, 330 students were served by receiving employment in either on- or off-campus positions (320 students were served during the 2015-16 academic year).

**Attachments:**

[2014-17\\_STUDENT\\_SERVICES\\_STUDENT\\_EMPLOYMENT\\_ResourceRequests.xlsx](#)

### SLO/SAO: Student Employee GPAs

As a result of working on campus through student employment, students will have a higher GPA than the general student population.

**SLO/SAO Status:** Active

**SLO/SAO Year(s):** 2018 - 2021

**Date Entered:** 05/01/2018

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SLO/SAO Type: SLO – Indirect

## Assessment Measures

**Indirect** - Institutional Effectiveness data will be used to measure the GPA results. (Active)

**Criteria:** Students will have higher GPA by 5% than the general student population.

### Findings/Analysis

**Reporting Period:** 2017 - 2018

05/01/2018

**Conclusion:** Criteria Met

Student employee GPAs exceeded the goal of being 5% higher than the general student population.

**Data reported is from :** Spring

### Improvement Recommendations

**Improvement Recommendation:** We will continue to stress the importance of academic success, as well as create work-life balance and time management workshops for student employees. (05/01/2018)

## Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

**Goal 1 - Objective 1.6** - Increase success and retention rates.

**Goal 2 - Objective 2.1** - Increase student engagement (faculty and student interaction, active learning, student effort, support for learners).

**Goal 2 - Objective 2.2** - Increase frequency of student participation in co-curricular activities.

## SLO/SAO: Student Employment Process

Student job applicants will be informed about the process of obtaining an on-campus job.

**SLO/SAO Status:** Active

**SLO/SAO Year(s):** 2018 - 2021

**Date Entered:** 05/01/2018

**SLO/SAO Type:** SLO – Direct

## Assessment Measures

**Direct** - Student Employment Pre and Post Test. (Active)

**Criteria:** 80% of applicants will show improvement in their knowledge of obtaining an on-campus job.

### Findings/Analysis

**Reporting Period:** 2017 - 2018

05/01/2018

**Conclusion:** Criteria Met

Goal achieved: 87% of student employees showed improvement in this area.

Pre-test revealed that a mere 33% of students understood the process of obtaining an on-campus job. However, in the post-test 87% of applicants showed improvement in their knowledge of obtaining an on-campus job.

**Data reported is from :** Spring

### Improvement Recommendations

**Improvement Recommendation:** We found a tremendous amount of self-confidence in students after they had completed the mini-orientation and post-test in regards to their comfort level of starting their new job. (05/01/2018)

## Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

**Goal 2 - Objective 2.1** - Increase student engagement (faculty and student interaction, active learning, student effort, support for

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learners).

**Goal 2 - Objective 2.2** - Increase frequency of student participation in co-curricular activities.

## SLO/SAO: Student Employee Timesheets

Student job applicants will be educated about the process of completing timesheets accurately and submit them by their deadline.

**SLO/SAO Status:** Active

**SLO/SAO Year(s):** 2018 - 2021

**Date Entered:** 05/01/2018

**SLO/SAO Type:** SLO – Direct

### Assessment Measures

**Direct** - Student Employment Pre and Post Test. (Active)

**Criteria:** 80% of applicants will show improvement in their knowledge of completing timesheets accurately and submitting by their deadline.

### Findings/Analysis

**Reporting Period:** 2017 - 2018

05/01/2018

**Conclusion:** Criteria Met

**Goal achieved:** 90% of student employees showed improvement in this area.

The pre-test revealed that a mere 20% had the knowledge to complete their timesheets accurately and when the monthly deadline occurred. However, in the Post-test, more than 90% of applicants showed improvement and had the desired knowledge of completing timesheets accurately and submitting those timesheets by their appropriate deadline.

**Data reported is from :** Spring

### Improvement Recommendations

**Improvement Recommendation:** This academic year saw far fewer late time sheets than in previous years. Students, and/or their employers, turned in timesheets on time at a higher rate than past years. (05/01/2018)

### Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

**Goal 2 - Objective 2.1** - Increase student engagement (faculty and student interaction, active learning, student effort, support for learners).

**Goal 2 - Objective 2.2** - Increase frequency of student participation in co-curricular activities.