



# Program Review - Overall Report

Student Services: Student Life

# Data Review

2021 - 2024

---

## Program Comparison

---

### **How does your program compare to the college in the following areas: age, gender, ethnicity, FT/PT enrollment status?**

The number of students who have participated in STUDENT GOVERNMENT went from 17 in the Spring of 2019 to 14 in the Spring of 2020. This represents a decrease for this program. In age and gender during the Spring of 2020, there was a slight increase in the number of females involved in Student Government (64.29%) compared to the general population (52.65%). Also, in age, there was a greater percentage of students 19 and younger who participated in Student Government (78.57%) compared to the NC general population (34.50%) in Spring 2020. FT/PT and Ethnicity are in alignment with the college as a whole.

### **Program Comparison: Are there any gaps in demographic areas that need to be addressed?**

There are no negative gaps in the demographics. We are always looking for ways to engage a broader demographic of student through outreach and collaborations with clubs and organizations on campus.

## Program Student Outcomes Comparison

---

### **How do student outcomes for your program compare to the college overall in Student Educational Planning, Success, GPA, and Persistence?**

The percentage of students in Student Government who have met with a counselor and developed an educational plan is 47.06% during the Spring 2019 term and 50% during the Spring 2020 term. This rate is significantly higher than the general population of students at Norco College which is 13.71% and 11%, respectively.

In looking at all enrollments during the Spring 2019 term 63 students achieved a 79.4% success rate. This rate is higher than the general population of students at Norco College which is 71.3%. When comparing GPA between the college and the program, Norco College students had a 2.78 GPA and students in Student Government had a 3.10 GPA, which is moderately higher in GPA as compared to Norco College students. No data was available to compare persistence rates for this cohort of students.

### **Program Student Outcomes: Are there any gaps in student subgroups that need to be addressed?**

There are no significant gaps in subgroups that need to be addressed at this time.

2021 - 2024

---

**1. How does this student service area evaluate the quality of service delivery? (“Quality” can be measured various ways: speed of service, student satisfaction with services, accuracy of processing, responsiveness, achievement of SLOs, etc.)**

Student Government evaluates the quality of services in two ways: 1) did the leaders in Student Government gain a better understanding of the purpose of shared governance, the Brown Act, and Roberts' Rules of Order than they had prior to joining and 2) were their constituents satisfied with the quality and quantity of opportunities available to them as a result of the leaders using the resources given to them via Student Service Fees.

**2. In what ways does this student service area support student learning?**

Student Government supports student learning through the philosophy of Learning by Doing. Through field trips, programs, leadership workshops and conferences, and shared governance opportunities. Students are given the chance to implement the knowledge they learn in the classroom and apply it to a real life situation where they have help, support, and constructive criticism if they stumble while attempting to learn a new concept.

**3. What strategic goals does this student support service area align with to support the college mission?**

2025 Objective 2.4: Increase number of transfers 15% annually.

**4. How has assessment data been used to improve this student support program or service?**

Student Life uses this data to adjust trainings and workshops on a year to year basis. We also utilize exit interviews to gain a better understanding of what incoming Student Government leaders would need to succeed in their positions.

**5. How does this student support service area assure equitable access to appropriate, comprehensive, and reliable services?**

Annually, the Associated Students host elections for positions ranging from president to senators to at-large members. The Office of Student Life intentionally seeks out students from a variety of backgrounds to compete for these positions. The diversity of the student body should be reflected in the membership of Student Government. While this has been the case since 2010, this pillar needs to continue to remain at the forefront of our mission,

## Program Review: Part 1

### EMP GOAL 5. Reduce working poverty and the skills gap.

---

#### **GOALS AND ACTIVITIES**

##### **What are you doing now in support of this goal?**

The Student Life Office, along with the Associated Students of Norco College (ASNC), has worked diligently over the past several years to establish a Food Pantry on campus. This was made possible during the 2016-2017 academic year. Initially, the Food Pantry was established with private gifts and donations; however, in 2018, the state created a Hunger-Free Campus Grant which helped to stock the shelves of the Food Pantry, as well as pay student assistants to work the pantry. The student assistants were typically homeless students or students who have struggled with food insecurities. It became a win/win situation for all involved.

After the Food Pantry was successfully up and running, we turned our attention to students with housing insecurities. During the 2019-20 academic year, Student Life sought out ways to house students. Several meetings with hotels managers were arranged. The WoodSprings Suites were the most accommodating of those we met with. A discounted rate of \$77 per night (the typical rate is \$147 per night). A partnership was created, which made it easy for a student who found him/herself homeless to get checked in with no payment out-of-pocket for the student. A PO was established, and on the recommendation of the dean of Student Life, the General Manager of of hotel would authorize the check-in of the student. To date, 19 student have been removed from a very bad living situation and provided housing on behalf of Norco College. Students have been able to stay anywhere from three days to several months depending on their circumstances. This has been an ideal transitional situation for students until they find a more permanent living situation.

##### **What are your plans/goals (3-year) regarding this goal?**

Over the next three years, Student Life looks to continue this housing program while expanding the out education of its existence to more faculty, staff and administrators. As more professionals on campus know about our program, we will need to increase the fund used to house student. In addition, as our numbers increase we hope to get even larger discounts from our hotel partner

#### **EVIDENCE**

##### **Do you have assessment data or other evidence that relates to this goal?**

We will be assessing the Food Pantry and the Housing Program in the next Program Review.

#### **RESOURCES**

##### **Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)**

Yes

## Program Review Part 2

2021 - 2024

---

### Information/Publication Review

---

**Please discuss any publications or published information that require regular updates for your area.**

N/A

### Program Review Reflections

---

**What would make program review meaningful and relevant for your unit?**

Student Life's Program Review could benefit from qualitative data sections being substituted for quantitative data. Student stories, interviews, and focus groups are more conducive towards understanding our unit and the impact we have on students.

**What questions do we need to ask to understand your area's plans, goals, needs?**

Are students with food insecurities being assisted in a timely manner?

Could the Food Pantry's funding be increased?

Are students with housing insecurities being assisted in a timely manner?

Could the housing budget be increased?

**What types of data do you need to support your area's plans, goals, needs?**

Objective Third-Party Qualitative Data would be helpful as we look at both food and housing insecurities across campus.

**If there are any supporting documents you would like to attach, please attach them here.**

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

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

## Resource Requests

2021 - 2024

---

### What resources do we already have?

Food Pantry Location

### What resources do you need?

Stable Funding to Support the Food Pantry. The CCCCCO has stopped the Hunger-Free Grant assistance. Currently, ASNC is supporting the Food Pantry, as well as the Student Life Emergency Fund.

### Request related to EMP goal or Assessment?

EMP Goal 3,EMP Goal 5

### \$ Amount Requested

60,000

### Resource Type

BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)

### Potential Funding Source(s)

Guided Pathways,Other/None

### The evidence to support this request can be found in:

Program Review: Part 1

### This request for my area is Priority #:

1

2021 - 2024

---

### What resources do we already have?

Housing for Homeless Students: This new program was originally funded when the State Chancellor's Office allowed Hunger-Free Grant Funding to be used to help with other Basic Needs. Since then, we have received \$20K in funding from ASNC. Also, with the President's help, we have raised \$30K for the Student Life Emergency Funds to be used as a secondary source of funding to help cover the hotel expenses at the WoodSpring Suites on Hamner.

### What resources do you need?

Stable budget to assist with students' basic needs, specifically housing.

### Request related to EMP goal or Assessment?

EMP Goal 3

### \$ Amount Requested

100,000

### Resource Type

BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)

### Potential Funding Source(s)

Equity,Guided Pathways,Other/None

## Resource Requests

**The evidence to support this request can be found in:**

Program Review: Part 2

**This request for my area is Priority #:**

2

## Submission

2021 - 2024

---

**All parts of my Program Review have been completed and it is ready for review**

Yes