

STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: Student Employment Services

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Academic Year: 2016-2017

I. Student Services Area Overview

1. Mission Statement

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)*

2. 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)*

3. 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)*

4. 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.

5. 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).

II.1.A. 2015-2016 Assessment Plan for Student Services Area: *Student Employment Services*

Objectives:

- Student employees will learn transferrable computer skills.
- Student employees will gain interpersonal skills.
- Student Employment will increase the number of CalWORKs students hired on campus.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Completion (or anticipated completion)/ Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
1.	Student employees will learn transferrable computer skills.	SLO: As a result of working on-campus, student employees will learn employable computer skills.	3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	50% of our student employees will learn how to use office software on computers for data entry on Excel, Word, PowerPoint, Adobe. Also be knowledgeable with fax machines printers, and scanning devices.	Survey conducted on exit of employment.	88% (29 of 33) of the students surveyed felt they were learning transferrable computer skills.	Student Employment Services recommends that the survey be implemented this year with the result being 60% agreement in computer skills due to on the job training.	Discontinue – Student Employment will be re-evaluating its learning outcomes for future years. As we move forward, we need to have more students complete the assessment in future years to get more reliable data.
2.	Student employees will gain interpersonal skills.	SLO: As a result of working on-campus, student employees will gain interpersonal skills that will make them more employable. Interpersonal skills will make student employees more successful.	3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	50% of student employees will learn communication skills, diversity, creative thinking, problem solving, responsibilities, sensitivity, and team work.	Survey conducted on exit of employment.	88% (29 of 33) of the students surveyed felt they improved their interpersonal skills as a result of their student employment.	Student Employment Services recommends that the survey be implemented this year with the result being 60% agreement in computer skills due to on the job training.	Discontinue – Student Employment will be re-evaluating its learning outcomes for future years. As we move forward, we need to have more students complete the assessment in future years to get more reliable data.
3.	Student Employment will increase the number of CalWORKs	SAO: As a result of increasing awareness of the CalWORKs program more students in that	3. Provides foundational skills and pathways to transfer, career and technical education,	The anticipation is 50% increase in the number of CalWORKs students placed in an on campus position.	Data collected from the CalWORKs roster compared to	While the number of students hired increased, we did not meet our target of 50%	Student Employment Services recommends that we increase employed on-campus	Discontinue: While Student Employment is committed to the success of finding meaningful employment

	students hired on campus.	program will be employed on-campus.	certificates and degrees.		Student Employment hiring roster during the 2015-16 academic year.	increase, which would have been 24 students hired.	CalWORKs students to at least 24 in 2015-16.	for our CalWORKs' students and increasing the number employed next year, we will re-evaluate the direction of the office and look to create new learning outcomes.
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II.1.B. Program Modifications for 2015-2016 Data Assessment (“Closing the Loop”)

Outcome	Evidenced and detailed (Describe how you used outcome data for programmatic modifications)
Student employees will learn transferrable computer skills.	Discontinue – Student Employment will be re-evaluating its learning outcomes for future years. We did not get the desired sample size of 100 students, as a result, we have reevaluated and decided to look at GPA of student employees instead of transferrable computer skills for this outcome.
Student employees will gain interpersonal skills.	Discontinue – Student Employment reevaluated this outcomes and determined that a better question would be “Are student job applicants informed about the process of obtaining an on-campus job?” As a result, we have created a pre- and post-test to assess this outcome.
Student Employment will increase the number of CalWORKs students hired on campus.	Discontinue: While Student Employment is committed to the success of finding meaningful employment for our CalWORKs' students and increasing the number employed next year, we have re-evaluate the direction of the office and have created a new learning outcomes will help all student employees. The office has implement a pre- and post-test to sandwich a brief student employee orientation with a focus on timesheet completion and

	<p>meeting deadlines related to timesheets. We feel this will better serve campus employees, as well as the students they employ.</p>
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II.2.A. 2016-2017 Assessment Plan for Student Services Area: *Student Employment Services*

Objectives:

- Student Employee GPA will be higher than the general population.
- Student job applicants will be informed about the process of obtaining an on-campus job.
- Student job applicants will be educated about the process of completing timesheets accurately and submit them by their deadline.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Completion (or anticipated completion)/ Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
1.	Student Employee GPA will be higher than the general population.	SLO: As a result of working on campus through student employment, students will have a higher GPA than the general student population. (Success/Authentic)	1a. Service to student, community and workforce by providing educational opportunities.	Students will have higher GPA by 5% than the general student population.	Institutional Effectiveness data will be used to measure the GPA results.	June 2017 Waiting to get the final data on GPA's for the 2016-17 academic year.	We will continue to stress the importance of academic success, as well as create work-life balance and time management workshops for student employees.	Continued
2.	Student job applicants will be informed about the process of obtaining an on-campus job.	SLO: Students will learn the steps needed to obtain a student employment position on campus.	3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	80% of applicants will show improvement in their knowledge of obtaining an on-campus job.	Student Employment Pre and Post Test.	Spring Semester Applicants will be tested. Completed in May 2017. Goal achieved: 87% showed improvement in this area.	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.	Continued
3.	Student job applicants will be educated about the process of completing timesheets accurately and submit them by their deadline.	SLO: Students employed on campus will learn to complete timesheets accurately and submit them by the expected deadline.	SLO: Students will learn the steps needed to obtain a student employment position on campus.	80% of applicants will show improvement in their knowledge of completing timesheets accurately and submitting by their deadline.	Student Employment Pre and Post Test.	Spring Semester Applicants will be tested. Completed in May 2017. Goal achieved: 90% showed improvement in this area.	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.	Continued

II.2.B. 2016-2017 Assessment Plan Findings/Data Analysis

- **SLO #1: Student Employee GPA will be higher than the general population. (Direct)**

Findings/Data Analysis:

- Waiting to get the final data on GPA's for the 2016-17 academic year. Our overall sense is that ASNC leaders were equal to or greater than the overall GPA of the general population.

Improvement Recommendations:

- Continue to make this a top priority among the student employees by stressing that academics need to be the top priority for all student. Potential hold workshop once per semester on topics such as work-life balance, time management, and academic success tips to aid in the assistance of student employees developing an academically minded focus.

- **SLO #2: Student job applicants will be informed about the process of obtaining an on-campus job. (Direct)**

Findings/Data Analysis:

- Goal was to have 80% of applicants will show improvement in their knowledge of obtaining an on-campus job.
- 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.

Improvement Recommendations:

- It is our recommendation that we continue to conduct pre- and post-test of potential student employees. Students seemed to feel more comfortable upon entering their job as a result of having a mini training on obtaining an on-campus job. They learn the requirements, such as maintaining a 2.0 GPA and being enrolled in the correct number of units per semester to maintain their employment.
- **SLO #3: Student job applicants will be educated about the process of completing timesheets accurately and submit them by their deadline. (Direct)**

Findings/Data Analysis:

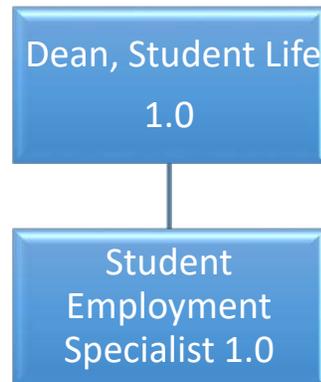
- The goal was to have 80% of applicants will show improvement in their knowledge of completing timesheets accurately and submitting those timesheets by their appropriate deadline.
- The pre-test revealed that a mere 20% had the knowledge to complete their timesheets accurately and when the monthly deadline 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.

Improvement Recommendations:

- It is our recommendation that we continue to conduct pre- and post-test of potential student employees. This has helped reduce the number of late time sheets, and increased the dialogue between student employees and the Student Employment Specialist.

III. Needs Assessment

1. Staffing Level:



2. Staffing Profile:

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017 - 2018	2018-2019
Administration	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Classified Staff FT	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Classified Staff PT							
Confidential Staff FT							
Faculty FTE Full time							
Faculty FTE Part time							
Total Full Time Equivalent Permanent Staff							
Short Term Staff							
Student Workers	3.0	4.0	4.0	3.0	3.0	3.0	3.0

3. Improvement Areas

Goal achieved: 87% showed improvement in this area. Note: Identify specific issues that are affecting the efficiency or effectiveness of your area due to lack of staffing, equipment, or other resources.

- The addition of district-wide electronic timesheets would expedite the time it takes to manual process 320 timesheets. All three campus have set aside funding for this and made it a top priority. We are at a standstill with this moving forward due to the District's Information Technology department. We don't know if it is a staffing issue or they have other competing priorities. However, until electronic timesheets get implemented, we will continue to use an archaic system of manual submitting timesheets, thus leaving us vulnerable to human errors by students and having to have them re-do their timesheets over and over again.

Unit Name: Student Employment Services

4. Staff Needs

NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

<p align="center">List Staff Positions Needed for Academic Year 2017-2018 Please be as specific and as brief as possible when offering a reason. Place titles on list in order (rank) or importance.</p>	<p align="center">Indicate N = New R=Replacement I = Increase time</p>	<p align="center">Annual TCP* TCP for employee</p>
<p>1. None at this time. <u>Reason:</u></p>		
<p>2. <u>Reason:</u></p>		
<p>3. <u>Reason:</u></p>		
<p>4. <u>Reason:</u></p>		

* TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

Unit Name: _____ Student Employment Services _____

5. Equipment (*Not* including technology) Needs Not Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. None at this time. <u>Reason:</u>			
2. <u>Reason:</u>			
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates.
 If equipment needs are linked to a position please be sure to mention that linkage.

Unit Name: _____ Student Employment Services _____

6. Technology++ Needs Not Covered by Current Budget

Priority	EQUIPMENT REQUESTED	New (N) or Replacement (R)?	Program: New (N) or Continuing (C) ?	Location (i.e Office, Classroom , etc.)	Is there existing Infrastructure ?	How many users served?	Has it been repaired frequently?	Annual TCO*		
								Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification	Electronic Time Sheets <u>Justification:</u> Handling nearly 300 students time sheets on a monthly basis is extremely time consuming and archaic. Both RCC and MVC have also lobbied to get electronic time sheets. The roadblock is at the district level with Information Technology. However, we need to find a way to get them on board so we can move save time, human resources, and be more accurate in the way we operate Student Employment Services.	N	N	Student Employment	Yes, at the District Office and Online	330 student employees	N/A	\$30,000.00	1	\$30,000 (This is the portion that would be paid by Norco. RCC & MOV would match these funds).

- TCO = “Total Cost of Ownership” for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.
- ++Technology is (1) equipment that attaches to a computer, or (2) a computer is needed to drive the equipment.

Unit Name: _____ Student Employment Services _____

7. Facilities Needs Not Covered by Current Building or Remodeling Projects*

List Facility Needs for Academic Year 2016-2017 (Remodels, Renovations or added new facilities) Place items on list in order (rank) or importance.	Total Cost of Request
1. None at this time. <u>Reason:</u>	
2. <u>Reason:</u>	
3. <u>Reason:</u>	
4. <u>Reason:</u>	
5. <u>Reason:</u>	
6. <u>Reason:</u>	

*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

Unit Name: _____ Student Employment Services _____

8. Professional or Organizational Development Needs Not Covered by Current Budget*

<p>List Professional Development Needs for Academic Year 2016-2017 Reasons might include in response to assessment findings or the need to update skills. Please be as specific and as brief as possible. Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. None at this time. <u>Reason:</u></p>			
<p>2. <u>Reason:</u></p>			
<p>3. <u>Reason:</u></p>			
<p>4. <u>Reason:</u></p>			
<p>5. <u>Reason:</u></p>			
<p>6. <u>Reason:</u></p>			

*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

Unit Name: _____ Student Employment Services

9. SAFETY NEEDS not covered by current budget

<p>List Safety Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. None at this time. <u>Reason:</u></p>			
<p>2. <u>Reason:</u></p>			
<p>3. <u>Reason:</u></p>			
<p>4. <u>Reason:</u></p>			
<p>5. <u>Reason:</u></p>			
<p>6. <u>Reason:</u></p>			

Unit Name: _____ Student Employment Services

9. OTHER NEEDS not covered by current budget

<p align="center">List Other Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. None at this time. <u>Reason:</u></p>			
<p>2. <u>Reason:</u></p>			
<p>3. <u>Reason:</u></p>			
<p>4. <u>Reason:</u></p>			
<p>5. <u>Reason:</u></p>			
<p>6. <u>Reason:</u></p>			

Appendix

(The following is for use for your assessment plans in sections II.1.A. and II.2.A.)

Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
 - a. By providing educational opportunities
 - b. By celebrating diversity
 - c. By promoting collaboration

2. Provides support and encouragement through
 - a. Innovative approach to learning
 - b. Application of emerging technologies

3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Example:

- *SLO- Students will learn the services available through WebAdvisor.*

How it is linked to the Mission Statement: **2b – Provides support and encouragement through application of emerging technologies.**