

Program Review Comprehensive Report



Program Review - Administrative: Student Services

Area Overview

2014 - 2017

Mission: We are dedicated to promoting access, retention and success by empowering a diverse community of learners in their personal and educational pathways. (revised, August 2016)

Identify or outline how your unit serves the mission of Norco College: Student Services leads strategic planning efforts for a myriad of student services divisions committed to ongoing evaluation and improvement of services for a diverse, multi-cultural community of learners. The array of student services programs and services provides comprehensive support for student access, learning, and success. Student Services fosters a collaborative environment with academic and educational programs, learning services, and other departments to promote a holistic approach to educate a diverse community of learners. Student Services provides leadership and support in the areas of: Admissions & Records, Assessment, Associated Students of Norco College, Athletics, CalWORKs, Career & Job Placement, Cashier, Counseling, Disability Resource Center, Evaluations, Extended Opportunity Programs & Services (EOPS/CARE), Foster Youth, Health Services, High School Concurrent Enrollment, High School Programs, JFK Middle College High School, Outreach, Puente, Student Conduct, Student Employment, Student Life, Student Financial Services, Student Success & Support Program (SSSP), Student Support Services (SSS), SSS-RISE, Transfer, Upward Bound, Veterans and other campus student support service programs.

List the major functions of your unit:

1. Facilitate the strategic planning process for Norco Student Services to ensure equitable resource allocation for Student Services units and initiatives.
2. Create a culture of continued dialogue and action pertaining to program review and outcomes assessment within all areas of Student Services.
3. Provide leadership in various committees and initiatives that promote and increase student equity and success – Summer Advantage, Commencement, JFK Middle College High School, Student Services Planning Council, Foster Youth Success Committee, Welcome Day, and Friends of Forensics Speech Meet. Collaborate with other departments and partners to facilitate special programs and initiatives such as, Adult Education, Completion Initiative and Guided Pathways, Dual Enrollment, First Year Experience, Food Pantry, Homeless Student resource development, Integrated Planning (Basic Skills, Student Equity, SSSP), The Next Step (CRC Prison) Partnership, Student Ambassador, Umoja, and Veterans Resource Center.
4. Actively engage in District, statewide and regional committees, and initiatives to effectively support Norco College's mission.
5. Facilitate an effective Standards of Student Conduct process to support a safe and healthy learning environment for all students.

SAO Assessment: Reflect on the last 3 years of SAO assessment and describe what you've learned.: Briefly comment on the status of your 2017 goals and objectives.

The student services administrative team establishes annual goals that support the overall mission and objectives of the departments and programs of this unit. Over the last year, through a combination of categorical and general funds, we hired the following positions: Administrative Assistant III (Dean, A&R; Educational Advisor (PPT – Adult Education); College Nurse (PPT – replace short term position); Counselors (2 non-tenured positions replaced with 2 tenured positions); Instructional Department Assistant (IDS – replaced Counseling Clerk III); Student Accounts Specialist (PPT replaced Assistant Cashier); Student Activities Coordinator; Student Financial Services Officer; and Support Services Specialist Aide (DRC).

To address goal #1 (improving assessment practices in all Student Services areas), the program review template was revised to better link each assessment outcome with our college mission statement and with a comprehensive peer review process, 100% of the program reviews were aligned with the college mission. Ninety-five (95%) percent of the student services areas met the established goal of having at least three outcomes with at least two demonstrating authentic assessment.

To address goal #2 (participate in college-wide response to legal and regulatory changes), the administrative team has been engaged within the institution as we respond to homeless students (showering facilities), immigration/undocumented student education, preferred name, integrated planning (BSI, SE, SSSP), College & Career Access Pathways (CCAP – dual enrollment), inmate education, adult education, BOGW appeals, MMAP, Completion Initiative & Guided Pathways, and ensuring Title IX compliance.

To address goal #3 (ensure all personnel are engaging in strategic planning), the administrative team reviews and modifies the Student Services Staff-Committee Membership in the fall. Committee membership is reviewed to ensure wide spread strategic planning participation among Student Services team members. The membership list is reviewed with all of the Student Services managers to ensure accuracy.

To address goal #4 (actively engage in community), the administrative team is active in the following areas: adult education, Department of Public & Social Services (DPSS), Corona Vet Center, dual enrollment (CCAP, concurrent enrollment, JFK Middle College), Lake Norconian Run, EOPS Advisory Committee, Foster Youth Success Committee, host for Chamber of Commerce’s Education Day, Prison Partnership, annual Soroptimist Dream It/Be It, annual Speech Meet, Summer Advantage, Veterans Affairs, and Welcome Day.

To address goal #5 (staff professional development), student services managers encourage staff development by including at least one measurable performance goal related to professional development as well as facilitate staff retreats in the fall and spring. In addition, many staff members are afforded the opportunity to participate in campus-wide, statewide, and monthly professional development workshops and trainings hosted by student services managers.

MAJOR Goals and Objectives 2017 – 2018 (do not include normal functions of your unit). In order from 1 – 5 is best. With 1 as the most important.

1. Actively engage in developing and maintaining key partnerships with local community organizations and agencies. Ongoing since 2010. Need to increase external funding sources which support college programs and initiatives. EMP GOALS: 4.1, 4.5 - 4.8
2. Promote increased staffing and resources to ensure the success of current and future campus strategic initiatives to better support our students. Ongoing since 2017. Need to ensure that resource allocation is tied to planning. EMP GOALS: 4.6-4.8, 6.3
3. Successful transition to TracDat and a 3year cycle of program review. Ongoing since 2017. EMP GOALS: 5.1 – 5.3
4. Ensure Student Services personnel are represented and actively participating in all aspects of Strategic Planning. Ongoing since 2010. EMP GOALS: 6.1 – 6.5

Attachments:

- [2014-17_ADMINServices_STUDENT_SERVICES_ResourceRequests.xlsx](#)
- [2014-17_ADMINISTRATIVE_STUDENT_SERVICES_SAO_AdminSvcsUnit.pdf](#)

Goal: Engage key partnerships

Actively engage in developing and maintaining key partnerships with local community organizations and agencies.

Goal Status: Active

Goal Year(s): 2018 - 2021

Approval Date: 08/30/2010

How do your goals support the Educational Master Plan?: See mapping - EMP Goals 4.1, 4.5-4.8

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 4 - Objective 4.1 - Increase the number of students who participate in summer bridge programs or boot camps.
Goal 4 - Objective 4.5 - Continue the success of Kennedy Partnership (percent of students 2.5 GPA+, number of students in co-curricular activities, number of students who are able to access courses; number of college units taken).
Goal 4 - Objective 4.6 - Increase community partnerships.
Goal 4 - Objective 4.7 - Increase institutional awareness of community partnerships.
Goal 4 - Objective 4.8 - Increase external funding sources which support college programs and initiatives.

Program Review - Administrative: Student Services

Goal: Promote resource development

Promote increased staffing and resources to ensure the success of current and future campus strategic initiatives to better support our students.

Goal Status: Active

Goal Year(s): 2018 - 2021

Approval Date: 08/30/2017

How do your goals support the Educational Master Plan?: See mapping section - EMP Goals 4.6-4.8, 6.3

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 4 - Objective 4.6 - Increase community partnerships.
Goal 4 - Objective 4.7 - Increase institutional awareness of community partnerships.
Goal 4 - Objective 4.8 - Increase external funding sources which support college programs and initiatives.
Goal 6 - Objective 6.3 - Ensure that resource allocation is tied to planning.

Goal: TracDat Adoption

Successful transition to TracDat and a 3-year cycle of program review.

Goal Status: Completed

Goal Year(s): 2018 - 2021

Approval Date: 08/30/2017

Inactive Date: 05/01/2018

How do your goals support the Educational Master Plan?: See mapping - EMP Goals 5.1-5.3

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 5 - Objective 5.1 - 100% of units (disciplines, Student Support Service areas, administrative units) will conduct systematic program reviews.
Goal 5 - Objective 5.2 - Increase the percentage of student learning and service area outcomes assessments that utilize authentic methods.
Goal 5 - Objective 5.3 - Increase the percentage of programs that conduct program level outcomes assessment that closes the loop.

Goal: SSV Personnel Active in SP

Ensure Student Services personnel are represented and actively participating in all aspects of Strategic Planning.

Goal Status: Active

Goal Year(s): 2018 - 2021

Approval Date: 08/30/2010

How do your goals support the Educational Master Plan?: See mapping section - EMP 6.1-6.5

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 6 - Objective 6.1 - Increase the use of data to enhance effective enrollment management strategies.
Goal 6 - Objective 6.2 - Systematically assess the effectiveness of strategic planning committees and councils.
Goal 6 - Objective 6.3 - Ensure that resource allocation is tied to planning.

Program Review - Administrative: Student Services

Goal 6 - Objective 6.4 - Institutionalize the current Technology Plan.

Goal 6 - Objective 6.5 - Revise the Facilities Master Plan