STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: Student Life/Student Activities

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Academic Year: 2018-2019

I. Student Services Area Overview

1. Mission Statement
The intent of the Student Life and Student Activities program is to create a learning environment which allows students to understand the principles of leadership, engage effectively in co-curricular and community activities, enhance their academic performance, and develop skills which can be transferred successfully into their personal and professional activities. *(Revised, Spring 2017)*

2. Philosophy Statement
The staff of the Student Life and Student Activities Offices, in collaboration with the Associated Students of Norco College (ASNC), Student Ambassadors, and Student Clubs and Organizations, are dedicated to providing the general student body with resources and opportunities, which develop leadership skills, primarily though participation in student government, co-curricular activities, and outreach programs. It is our firm belief that when students get involved in campus activities and leadership programs they strengthen their scholastic and social skills, enrich their college experience by develop lasting friendships, while at the same time acquiring valuable experience which will assist them in their professional endeavors. *(Revised, Spring 2017)*

3. Summary
- The Student Life and Student Activities Offices are charged with the development and implementation of co-curricular programs at the Norco College.
- Our service area provides opportunities for student engagement in campus life through participation in student clubs and organizations, leadership workshops and conferences, cultural activities, educational lectures, entertainment, men's and women's soccer, and recreational activities.
- We provide information and services to students pertaining to leadership, engagement, involvement both on and off campus, voter registration, service opportunities, textbook scholarships, student conduct, and athletics events.

- We sponsor and support inclusive campus programs, which are social, educational, and entertaining in nature, in an effort to improve the quality of campus life and promote student engagement.
- Our offices oversee the financial and logistical needs of ASNC, student clubs, organizations, and Athletic teams.

4. Strengths

1. Student Life and Student Activities fostered several student leadership development opportunities by hosting conferences, workshops, as well as group teambuilding sessions. Twenty ASNC students attended the General Assembly for the California Community College Student Senate and an additional 50 student leaders attended the Circle of Change Leadership Conference hosted at California State University, Dominguez Hills in November 2018.

2. ASNC leaders and Student Ambassadors provided access to, and oversight of, the Norco College Upper Lounge, which is a fun, safe and welcoming study area and social space for all students.

3. Student Life provided more than 1,000 unique students with a wide array of opportunities to participate in co-curricular, service learning opportunities, and leadership activities in order to enhance their academic and civic involvement. Student Activities and ASNC created four new night and weekend programs which have enhance campus life at Norco College.

4. Student Life and ASNC expanded our Food Pantry to assist students with food insecurity issues, as well as grew our successful recycling program to benefit the environment. In addition, we collaborated with the Career Center to launch their inaugural Professional Attire Clothing Drive.

5. Student Life has a strong committed to supporting the logistical needs of all campus programs, including setting up and cleaning up for events, as well as working with ASNC to financially support academic programs which are underfunded, such as the Music Program, Puente, Umoja, Athletics, Read2Succeed, and the Art Gallery.

6. Finally, Student Life worked across district lines this year with all of the Associated Students and their Program Coordinators to successful encourage students to vote for a Student Services Fee Increase. After the elections, Student Life coordinated the presentation for the Board of Trustees. Several Board members mentioned that the presentation was one of the best they had ever seen. They unanimously voted to pass the Student Services Fee increase, which will go into effect Winter of 2018.

5. Students Served
During the 2018-2019 Academic Year by Student Life, Student Activities and ASNC

Student Life, Student Activities, and ASNC had more than 15,400 student contacts during the 2018-19 academic year. Events such as Harvest Festival (approx.3,500 attendees), Norco Fest, (300 attendees), and NOMU (500 attendees) have helped to spread the word about the continued night and weekend programming efforts being implemented by Student Life, Student Activities, and ASNC.

II.2.A. 2017-2018 Assessment Plan for Student Services Area: *Student Life*
Objectives:
- Provide ASNC with para-professional leadership training.
- Increase number of co-curricular opportunities for students at Norco College.
- Develop a comprehensive Student Ambassador Program.
- Increase awareness about, and funding for, our men's and women's soccer program.

	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 (Measurement tool)	Completion (or anticipate completion)/ Findings**	Improvement Recommendations (next step)*
1.	Provide ASNC with para-professional leadership training.	SLO- Through attendance at a least two trainings, ASNC executive members will learn to better lead the Student Body.	Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	80% of ASNC executive committee members will self-report improvement in leadership skills during 2017-18.	Roster of attendees at conferences or workshops and surveys.	Complete: 100% of students' leaders in ASNC attended at least 2 training session. 95% stated they felt their leadership skills improved as a result.	Continue: Leadership trainings are the backbone of ASNC. Continued funding needs to be provided for increased opportunities for students outside of student government to attend these trainings.
2.	Increase number of co-curricular opportunities for students at Norco College.	SAO – Student Life, Student Activities and ASNC will collaborate to provide students with programs and events throughout the year.	Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	An increase of 10%, or more than 80 events, will be hosted at Norco during the 2017-18 academic year.	Compare co-curricular programs from 2015-16 to 2016-17.	ASNC hosted 85 events during the 2017-2018. Many were collaborative efforts, such as Read2Succeed with the Library.	Continue: The emphasis in future years will be to sustain the number of programs hosted by Student Life, Student Activities and ASNC, with a focus on collaborating with other departments and clubs.
3.	Develop a comprehensive Student Ambassador Program.	SLO- Students will learn how to apply to participate in the new student ambassador program	Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	25 students will be selected by deploying the Student Ambassador applications to those with a 3.5 GPA and above during the fall semester.	Roster of Student Ambassadors for 2017-18.	Goal met: 25 students selected to participate.	Continue: The inaugural year of the Student Ambassador program was a success. As we move forward, 40 students will be the target goal.
4.	Increase awareness about, and funding for, our men's and women's soccer program.	SLO- Donors will learn how to contribute to the newly created Student and Parent Booster Program for Athletics.	Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	Create Booster Programs and mail sponsorship packets with the goal of raising $10,000 for Athletics.	Funding received by end of fiscal year 2015-16.	As of June 20, 2018, Athletics will have an additional $5,000 in their account for next year from ASNC. The Army also gave $1,000 to Athletics.	Continue: In an effort to support our student athletes we must find district funding to meet the needs of the program. ASNC is committed to supporting, but cannot be the sole contributor.

II.1.B. Program Modifications for 2017-2018 Data Assessment ("Closing the Loop")

Outcome	Evidenced and detailed (Describe how you used outcome data for programmatic modifications)
Provide ASNC with para-professional leadership training.	Survey results in the Spring provided data to increase budget line items for the 2017-18 academic year in an effort to provide leadership development trainings, conference attendance and keynote speakers. The new Student Activities Coordinator initiated training sessions which included parliamentary procedures and the Brown Act. In addition, funding was set aside within the ASNC budget for conference registration at local leadership conferences who touted para-professional trainings. Student brought their knowledge back to campus and facilitated workshops of their own.
Increase number of co-curricular opportunities for students at Norco College.	With the help of the Inter-Club Council, Student Life and Student Activities increased its presence on social media as a way to advertise club and ASNC events. This created an increase in the number of students-at-large showing up to the co-curricular events hosted by clubs and organizations, as well as departmental events such as Read2Succeed.
Develop a comprehensive Career Center.	A full-time Career Center Director was hired in an effort to expand the needs of our students and alumni. This also allows the campus to continue its growing desire to make Guided Pathways a reality at Norco College. This comprehensive Career Center will give students the opportunity to explore different career possibilities, refine their resumes, understand the power of LinkedIn in the job searching process, and increase their confidence when it comes to interviewing for a job.
Increase awareness about, and funding for, our men's and women's soccer program.	The Dean of Student Life, who is also the Athletic Director, spoke at several shared governance committees to increase awareness about the Athletic Programs and to solicit funding. As a result, the President committed to helping to find additional funds for Athletics. Understandably, ASNC will be cutting funding from Athletics on a sliding scale as a way to encourage the campus to continue to support the program through General Funds.

II.2.A. 2018-2019 Assessment Plan for Student Services Area: *Student Life*

Objectives:

- ASNC's GPA will be higher than the general population.
- ASNC will understand and actively contribute to Norco College's shared governance process.
- ASNC members will understand and be able to effectively implement parliamentary procedures in their meetings.

	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 (Measurement tool)	Completion (or anticipate completion)/ Findings**	Improvement Recommendations (next step)*
1.	ASNC's GPA will be higher than the general population.	SLO: Student government participants will have higher GPAs than the general student population at Norco College.	1a. Service to student, community and workforce by providing educational opportunities.	Student government members will exceed the Norco College GPA during each major semester.	Success rates on a semester to semester basis.	Dec. 2108 and June 2019	Waiting to get final GPA data for 2019-2019 academic year. (Plan to continue this assessment.)
2.	ASNC will understand and actively contribute to Norco College's shared governance process.	SLO: As a result of being in ASNC, Student Government members will understand and contribute to the shared governance process at Norco College.	3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	90% of student government members will understand the shared governance process.	Pre/Post Test (Pre at beginning of term/post at end of term-identifying students who participate in committees or councils… Identify committee membership; active role in membership; contribute feedback; understand shared governance process)	May 2019	100% of the members expressed knowledge of what a shared governance committee was and 100% of ASNC knew a faculty member or administrator who participated in a Shared Governance Committee. (Plan to continue this assessment.)

3.	ASNC members will understand and be able to effectively implement parliamentary procedures in their meetings.	SLO: ASNC students will learn the components of Student Government practices in order to effectively serve as representatives of the student body.	3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	80% of ASNC students will increase their knowledge in understanding Student Government Practices.	Pre/Post Workshop facilitated by Dean of Student Life (decorum; submission of agenda items; voting procedures; Roberts Rules, & the Brown Act)	Aug. 2018 thru June 2019	100% had a working knowledge in these areas, while 90% felt they could effectively implement parliamentary procedures in their meeting. (Plan to continue this assessment.)

*Please see appendix for description.
**More detailed description below.

II.2.B. 2018-2019 Assessment Plan Findings/Data Analysis

SLO #1: ASNC's GPA will be higher than the general population. (Direct)

Findings/Data Analysis:
- Waiting to get the final data on GPA's for the 2018-19 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 leadership of ASNC by stressing that academics need to be the top priority for all student leaders. In addition, Student Life will recruit students from both the Honors Program and Student Ambassador Program to run for ASNC elected positions, such as President and Vice Presidents, as well as appointed roles as ASNC Senators and volunteers.

SLO #2: ASNC will understand and actively contribute to Norco College's shared governance process. (Direct)

Findings/Data Analysis:
- Goal was to have 90% of ASNC leaders understand the shared governance process by using pre- and post-testing.
- A pre-test was conducted in the early fall semester with a 10-question Likert Scale Survey. There were 20 members of the ASNC at the time. Only 50% (10 out of 20) expressed knowledge of what a shared

governance committee was and only 35% (7 out of 20) knew a faculty member or administrator (other than the Student Life staff) who participated in a Shared Governance Committee.

- When the post-test was conducted in late fall, 100% of the members expressed knowledge of what a shared governance committee was and 100% of ASNC knew a faculty member or administrator (other than the Student Life staff) who participated in a Shared Governance Committee.
- As a result, we can safely say that ASNC understands and actively contribute to Norco College's shared governance process.

Improvement Recommendations:
- Student Life understands that new leaders emerges annual within ASNC. As a result, we will continue to educate student leaders on the Shared Governance process and encourage students to exercise their voices and be strong participants within their Shared Governance Committee.

SLO #3: ASNC members will understand and be able to effectively implement parliamentary procedures in their meetings. (Direct)

Findings/Data Analysis:
- During the August training with the members of the Associated Students of Riverside Community College District, the Dean of Student Life brought in Susan Leahy, expert in Parliamentary Procedures, to go over effective ways to successful run a meeting. The members of ASNC took a Pre-Test, which asked their level of understanding of Parliamentary Procedures (specifically Robert's Rules of Order), Brown Act, processes for submitting agenda items for meetings, etc. The Pre-Test revealed that 25% had a working knowledge in these areas, while 10% felt they could effectively implement parliamentary procedures in their meeting if they were there running the meeting.
- After the meeting training session was concluded and after two months of actually hosting ASNC meetings, the Post-Test revealed that 100% had a working knowledge in these areas, while 90% felt they could effectively implement parliamentary procedures in their meeting if they were there running the meeting.
- As a result of these findings, we can safely say that ASNC understands and is able to effectively implement parliamentary procedures in their meetings. Incidentally, professional staff faculty members in other shared governance committees have attended ASNC's meetings and have commented that they are the best run meetings of all of the shared governance committees.

Improvement Recommendations:
- It is our recommendation, that we continue annual training in the area of parliamentary procedures for members of ASNC. This is a valuable leadership tool that will benefit them all as they pursue their careers. It also gives them more self-confidence when they attend their shared governance committees. In addition, with the turnover in ASNC on an annual basis, it is important to maintain this training for the newest members of the organizations
- We also recommend that club and organization presidents and vice presidents attend annual parliamentary procedure trainings. This will help them run more effective meeting with their members.

III. Needs Assessment
1. **Staffing Level:**

Dean of Student Life
(1.0 FTE)

Student Activities
Coordinator (1.0 FTE)
10-Month Position

Administrative Assistant III
(1.0 FTE)

Student Assistants
(4)

2. Staffing Profile:

Position	Staffing Levels for Each of the Previous Five Years						Anticipated total staff needed	
	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019		2019 - 2020	2020-2021
Administration		1.0	1.0	1.0	1.0		1.0	1.0
Classified Staff FT					1.0		1.0	1.0
Classified Staff PT				0.5				
Confidential Staff FT								
Faculty FTE Full time	1.0	1.0	1.0	1.0	1.0		1.0	1.0
Faculty FTE Part time								
Total Full Time Equivalent Permanent Staff								
Short Term Staff								
Student Workers	4	4	6	6	4		6	8

3.   Improvement Areas

Note: Identify specific issues that are affecting the efficiency or effectiveness of your area due to lack of staffing, equipment, or other resources.

- The Student Life and Student Activities Offices are succeeding in terms of increasing Campus Life. However, the more successful the offices become, the more demand for our services are being asked for by the student body, and rightfully so. As a result, the staffing levels need to increase.
  - The Administrative Assistant for the Dean of Student Life was increased from part time to full time this year. This has made a huge difference when it comes to making sure we have the support need for programs such as Speech Meet, Scholarship Banquet, Students of Distinction, Commencement, and Summer Advantage. However, with the increase in the Student Services Fee going into effect Winter 2020, programming will be increasing. As a result, we will be evaluating the need for additional staffing. Potentially,

graduate interns or student assistants can help with the immediate needs, but another professional staff (program coordinator, student conduct officer,

- o or administrative assistant) might be needed.
- o We also recommend that ASNC receives a Clerk to help with the customer service of one of the busiest offices on campus. ASNC has committed to funding a part time position; however, ISPC was not fond of this idea because the position is a Union job and should be supported by the college and/or district. We agree; however, in the meantime ASNC continues to thrive and bring in more students, while increasing campus activities, campus life and campus spirit. They are in need a professional staff member handle the day-to-day paperwork and customer service questions or else the growth will cease.

4. Staff Needs

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

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.	Indicate **N = New** **R=Replacement** **I = Increase time**	**Annual TCP*** TCP for employee
1. ASNC Clerk Reason: The ASNC Office is one of the most highly trafficked offices on campus, due in part to the nature of work being performed out of the office, as well as the location in the Center for Student Success building. Ultimately, we need an ASNC Clerk full time in the office to manage the high volume of phone calls, stop in visits and customer service questions. Currently, the office is being run exclusively by student assistants because of the busy schedules of the Dean of Student Life and the Student Activities Coordinator. This is problematic throughout the year, but becomes increasingly so during midterm and finals week, when our student (customers) need the most help, but our student assistants are taking time off to study and prepare for their own test. During these times, the Dean also sees an increase in Student Conduct cases, which multiplies the lack of customer service in the ASNC office, as he is in close door meetings most days.	N	**Seeking:** **Part-Time-** **$20,560.00** **($19,887.00 salary, plus $676.00 benefits)** **or** **Full-Time –** **$88,436.00** **($41,868 salary, plus $46,568 benefits)**

 * 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.

5. Equipment (*Not* including technology) Needs <u>Not</u> 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. Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

* 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.

6. Technology++ Needs <u>Not</u> Covered by Current Budget

Annual TCO*

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?	Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification	**Copy and Printing Machine** **ASNC received a hand-me-down copy machine from Student Services about 8 years ago. We are grateful for it; however, over the past two years, the machine is constantly in need of repairs and servicing. It jams often and the warranty is no longer valid. The repairman has suggested on several occasions that it needs to be replaced.**	R	C	ASNC Office	Yes	10	Yes	$7,500	1	$7,500.00
2. Usage / Justification										
3. Usage / Justification										
4. Usage / Justification										
5. Usage / Justification										

- 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.

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

List Facility Needs for Academic Year 2017-2018 (Remodels, Renovations or added new facilities) Place items on list in order (rank) or importance.	Total Cost of Request
1. **Storage Container for Food Pantry Items** Reason: With the increase of food insecurities among our students, the Food Pantry has seen unprecedented growth. We were fortunate to have received money from the State Chancellor's Office to purchase additional food, a refrigerator, and shelving. We have also developed a great relationship with Amazon Distribution Warehouse in Eastvale, whereby they give us their returned items which they cannot resell. These new resource are wonderful, but we need additional storage space to keep them all.	**$10,000**
2. Reason:	
3. Reason:	
4. Reason:	
5. Reason:	
6. Reason:	

*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 Life_____

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

List Professional Development Needs for Academic Year 2017-2018 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.	Cost per item	Number Requested	Total Cost of Request
1. **NaBITA (National Behavioral Intervention Training Association) Membership and Conferences** Reason: With the Increase of Campus Shootings, it is imperative that our campus leadership continues to stay on the cutting-edge regarding safety.	$1,000.00	8	$8,000.00
2. **Annual California Community College Athletic Association (CCCAA) Conference for Coaches and Athletic Staff (Travel Expenses: Hotel, Gas, Meals, Conference Materials, etc.)** Reason: As one of the newer Athletic Program in our conference, it is important the entire staff learns and understands the compliance rules and regulations for the conference for the state and for Division I, II and III. To better help our student athletes. We can successfully do this by attending the annual conferences hosted by the CCCAA.	$1,000.00	7	$7,000.00
3. Reason:			
4. Reason:			
5. Reason:			

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

9. SAFETY NEEDS *not* covered by current budget

List Safety Needs for Academic Year 2017-2018 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.	Cost per item	Number Requested	Total Cost of Request
1. None at this time. Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

9. OTHER NEEDS *not* covered by current budget

List Other Needs for Academic Year 2017-2018 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.	Cost per item	Number Requested	Total Cost of Request
1. **None at this time.** Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

Appendix

(The follow 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.*