

# STUDENT SERVICES PROGRAM REVIEW WORKSHEET

**Student Services Area:** Student Employment Office

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**Academic Year:** 2018-2019

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## I. Student Services Area Overview

### 1. Mission Statement

*The Student Employment Office provides Norco College students with access to college work-study 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 earn wages to help finance their college education. (Revised, Spring 2019)*

### 2. Philosophy Statement

*The Student Employment Office is dedicated to providing students with meaningful work experiences aimed at enhancing college and career goals, while providing financial support through Departmental, CalWORKs, or Federal Work Study funding. We strive to build collegial working relationships between our student employees, faculty, staff, and the community.*

### 3. Summary

*The Student Employment Office 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 work-study employment hub whereby:*

- *areas that recruit college work-study positions can post job openings,*
- *prospective student employees can learn about college work-study job opportunities,*
- *new student employees are assisted with completing local and federal employment documents,*
- *student employees' timesheets are collected and processed, and*
- *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, the Student Employment Office 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.*

#### **4. Strengths**

1. The Student Employment Office improves the quality of student life by helping students meet their financial needs and giving them real-world work 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 \$270,000 of Norco College's Federal Work Study allocation to support eligible students for on- and off-campus employment opportunities.
3. For this academic year, over 300 students were processed for on-and off-campus employment positions, with the majority being funded through the Department-funded and Federal Work Study programs.
4. Effectively monitored student eligibility throughout the year to ensure students maintained a minimum 2.0 cumulative grade point average and were enrolled in the required 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**

During the 2018-2019 year, over 300 students were served by participating in college work-study employment in either on- or off-campus positions.

## II. Assessing Outcomes

### 1.A. Report on 2018-2019 Assessment Plan and Objectives for Student Services Area:

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**Objectives:** *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*

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	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	Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
1.								
2.								
3.								
4.								

**\*Please see appendix for description.**

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

*Note: For 2017-2018 outcomes assessments you are continuing or modifying in your 2018-2019 Assessment plan, please provide a brief description on how your area used outcome data from last year to drive programmatic modifications to improve services to students.*

<b>Outcome</b>	<b>Evidenced and detailed (Describe how you used outcome data for programmatic modifications)</b>

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

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**Objectives:** *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*

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	<b>Objective</b>	<b>Student Learning Outcome (SLO) or Service Area Outcome (SAO)</b>	<b>Relevance of objective to Norco College Mission*</b>	<b>Assessment Criteria (Specify Target Performance Level)</b>	<b>Assessment Measure (Measurement tool)</b>	<b>Completion (or anticipate completion)/ Findings**</b>	<b>Improvement Recommendations (next step)*</b>
1.							
2.							
3.							
4.							
5.							

**\*Please see appendix for description.**

**\*\*More detailed description on the following page.**

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

**SLO/SAO #1:**

**Findings/Data Analysis**

**Improvement Recommendations**

**SLO/SAO #2:**

**Findings/Data Analysis**

**Improvement Recommendations**

**SLO/SAO #3:**

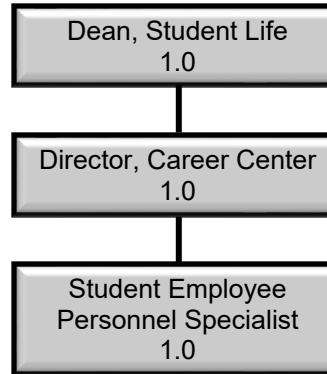
**Findings/Data Analysis**

**Improvement Recommendations**

### III. Needs Assessment

#### 1. Staffing Level

*(Revised Summer 2018)*



#### 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	2.0	2.0	2.0
Classified Staff FT	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Classified Staff PT						0.475	0.475
Confidential Staff FT							
Faculty FTE Full time							
Faculty FTE Part time							
<b>Total Full Time Equivalent Permanent Staff</b>						3.475	3.475
Short Term Staff							
Student Workers							

### **3. Improvement Areas**

- **Timesheet Processing:** Currently, the process for completing, submitting, and processing student employee timesheets is a manual process. The procedure requires wet signatures from both the student employee and their supervisor, then the form must be submitted as a hard copy to the Student Employment Office. Timesheet data on the forms is then checked for a variety of common errors and returned to departments for corrections before being processed and ultimately routed to the district payroll office. Over 200 Norco College timesheets are routed through this five-step process every payroll period resulting in over 1,000 employee processes / transactions with this paperwork every month. However, the addition of district-wide electronic timesheets could expedite the time it takes to process monthly timesheets each payroll period and greatly improve the accuracy of these submissions. A major challenge in implementing this type of workflow is the disconnect between the district's ERP (Colleague) and our fiscal system through RCOE (Galaxy). Finding a way for these systems to communicate would be a major step toward developing a timesheet workflow process that benefits all areas of the college.



Unit Name: \_\_\_\_\_ Student Employment Office \_\_\_\_\_

#### 4. Staff Needs

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

<p align="center"><b>List Staff Positions Needed for Academic Year 2018-2019</b>  <b>Please be as specific as possible when offering a justification.</b>                      Place titles on list in order (rank) of importance.</p>	<p align="center"><b>Indicate</b>  <b>N = New</b>  <b>R=Replacement</b>  <b>I = Increase time</b></p>	<p align="center"><b>Annual TCP*</b>                      TCP for employee</p>
<p><b>1. Customer Service Clerk (0.475, permanent part-time)</b>  <u>Justification:</u> The Student Employment Office handles the processing for over 300 student employees annually. Additional support is needed to assist with the monthly manual processing of up 200+ timesheets that are generated due to the multiple budgets required of many positions. Support is also needed to help with the intake and tracking of the growing number of confidential student employee hiring forms and records. The need for this position was recognized during the reorganization conversation in Summer 2018 and the position was listed at that time as a “Position for Future Discussion”.</p>	<p align="center"><b>N</b></p>	<p align="center"><b>\$19,532</b></p>
<p><b>2.</b>  <u>Justification:</u></p>		
<p><b>3.</b>  <u>Justification:</u></p>		
<p><b>4.</b>  <u>Justification:</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 Office* \_\_\_\_\_

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

<b>List Equipment or Equipment Repair Needed for Academic Year 2018-2019</b> <b>Please list/summarize the needs of your unit below.</b> <b>Please be as specific as possible.</b> Place items on list in order (rank) of importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
<b>1.</b> <u>Justification:</u>			
<b>2.</b> <u>Justification:</u>			
<b>3.</b> <u>Justification:</u>			
<b>4.</b> <u>Justification:</u>			
<b>5.</b> <u>Justification:</u>			
<b>6.</b> <u>Justification:</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 Office \_\_\_\_\_

## 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	<p><b>Electronic Time Sheets</b></p> <p><u>Justification:</u> Incorporating an electronic timesheet software for student employee positions would add efficiency to nearly all departments throughout the campus. Currently, more than 200 timesheets are routed through a five-step process (resulting in over 1,000 employee processes) every month. Such software would also increase accuracy. Both RCC and MVC have also lobbied to get electronic timesheets.</p>	N	N	Student Employment Office (ERP or online)	Yes, at the District Office and Online	300+ student employees (at Norco)	N/A	Approx. \$30,000.00 annually	1	<p>Approximately \$30,000 per year (This is the portion that would be paid by Norco. RCC &amp; MVC would match these funds).</p> <p>Costs for such software vary.</p>

- 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 Office \_\_\_\_\_

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

<b>List Facility Needs for Academic Year 2018-2019 (Remodels, Renovations or added new facilities)</b> Place items on list in order (rank) of importance.	<b>Total Cost of Request</b>
<b>1.</b> <u>Justification:</u>	
<b>2.</b> <u>Justification:</u>	
<b>3.</b> <u>Justification:</u>	
<b>4.</b> <u>Justification:</u>	
<b>5.</b> <u>Justification:</u>	
<b>6.</b> <u>Justification:</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 Office \_\_\_\_\_

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

<p align="center"><b>List Professional Development Needs for Academic Year 2018-2019</b></p> <p>Reasons might include in response to assessment findings or the need to update skills. <b>Please be as specific as possible.</b> 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) of importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><b>1. Regional Student Employment Conference</b></p> <p><u>Justification:</u> There are many federal regulations which have changed with the new administration. Our campus needs to stay up to day on these emerging stages to make sure we stay compliant.</p>	<b>\$1,500.00</b>	<b>1</b>	<b>\$1,500.00</b>
<p><b>2.</b></p> <p><u>Justification:</u></p>			
<p><b>3.</b></p> <p><u>Justification:</u></p>			
<p><b>4.</b></p> <p><u>Justification:</u></p>			
<p><b>5.</b></p> <p><u>Justification:</u></p>			
<p><b>6.</b></p> <p><u>Justification:</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 Office

**9. SAFETY NEEDS not covered by current budget**

<p align="center"><b>List Safety Needs for Academic Year 2018-2019</b>                      Please list/summarize the needs of your unit below.                      Please be as specific 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) of importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><b>1.</b> <u>Justification:</u></p>			
<p><b>2.</b> <u>Justification:</u></p>			
<p><b>3.</b> <u>Justification:</u></p>			
<p><b>4.</b> <u>Justification:</u></p>			
<p><b>5.</b> <u>Justification:</u></p>			
<p><b>6.</b> <u>Justification:</u></p>			

Unit Name: Student Employment Office

**9. OTHER NEEDS not covered by current budget**

<b>List Other Needs for Academic Year 2018-2019</b> Please list/summarize the needs of your unit below. Please be as specific 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) of importance.			
	Cost per item	Number Requested	Total Cost of Request
<b>1.</b> <u>Justification:</u>			
<b>2.</b> <u>Justification:</u>			
<b>3.</b> <u>Justification:</u>			
<b>4.</b> <u>Justification:</u>			
<b>5.</b> <u>Justification:</u>			
<b>6.</b> <u>Justification:</u>			

## 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.***