STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: Student Life

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Academic Year: 2015-2016

I. Student Services Area Overview

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

2. Philosophy Statement
The staff of the Student Life program, in collaboration with the Associated Students of Norco College (ASNC) and student organizations, is dedicated in providing students with resources and opportunities to 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 improve their scholastic and social skills, enrich their college experience by develop lasting friendships, and acquire valuable experience that will assist them in their professional endeavors.

3. Summary
- The Student Life program is 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.
- Provide information and services to students pertaining to scholarships, service opportunities, book loans, employment both on and off campus, and athletics events.
- Sponsor and support inclusive campus programs, which are social, educational, and entertaining in nature, in an effort to improve the quality of student life.
- Oversee the financial and logistical needs of ASNC, student clubs, organizations and soccer teams.

4. Strengths

1. Foster student leadership development by hosting conferences, workshops, and group and individual meetings.
2. Provide access to and oversight of the Norco Upper Lounge, which is a fun, safe and welcome study and social space for all students.

3. 100% of student leaders who participate in Norco College shared governance recognized terminology and procedures related to Shared Governance.

4. 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 financial support programs that are underfunded.

5. Developed a functional Behavioral Intervention Team, which is working closely with Health Services and Campus Police to create a comprehensive communication system so students, faculty and staff can share information about suspicious individuals and situations.

6. 100% of the student leadership completing ASNC workshops and orientations demonstrated an increased knowledge of student activities procedures and financial policies.

5. Students Served

Student Life, Student Activities, and ASNC had more than 12,800 student contacts during the 2015-16 academic year.

II. Assessing Outcomes

1.A. Report on 2014-2015 Assessment Plan and Objectives for Student Services Area: *Student Life*

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.*

- Offer students greater opportunities to participate in co-curricular, community, and leadership activities in order to enhance their civic and academic performance.
- Provide an array of cultural, educational, and entertaining activities.
- Allow students to interact directly with administrators, staff, and faculty outside the classroom.
- Work closely with faculty, staff, and administrators in initiating, sustaining, and expanding programs that enhance student performance and success.

	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	Offer students greater opportunities to participate in co-curricular, community, and leadership activities in order to enhance their civic and academic performance.	SLO – Student leaders participating in student government will demonstrate a working knowledge of terminology and procedures of Norco College's shared governance.	Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	100% of student leaders who participate in Norco College shared governance recognized terminology and procedures related to Shared Governance.	Survey will be administered in Spring Quarter.	Completion Date: June 04, 2015. Findings: The goal was met. 25out of 25 total participants showed improved proficiency in recognizing commonly used terminology and procedures of Norco College shared governance (100% completion rate).	Following the success of these workshops from the last two years, the Student Activities Office was able to meet the original target performance level of 100% by revamping the quality and context of the sessions and incorporating all sessions within the regular ASNC weekly meetings. This SLO will be included as one of the strengths of the program for the 2014-15 program review.	Moved to Strengths.
2	Increase awareness of local and state community college governance	SLO - Student leaders participating in ASNC workshops/orientations will learn how to effectively use	Provides foundational skills and pathways to transfer, career and technical education,	100% of the student leadership completing ASNC workshops and orientations demonstrated an increased knowledge of	The Student Activities Office will distribute a pre and post survey that	Completion Date: June 04, 2015. Findings: The goal was met. 20 out of 20 total participants	The Student Activities Office was able to reach the desired target performance by working closely with advisors and the Inter	Moved to Strengths.

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	and offer opportunities to participate in conferences and advocacy events across the state.	activities procedures and financial policies	certificates and degrees.	student activities procedures and financial policies.	will be collected and analyzed at the end of each workshop.	showed improved proficiency in how to effectively navigate student activities procedures and financial policies (100% completion rate).	Club Council and utilizing data from previous years' exit interviews and feedback forms. However, we will continue to offer these workshops as policies and procedures evolve/change.	
3	Develop and maintain a comprehensive website in order to increase access to services and assist clubs and organizations in acquiring forms and information on and off campus.	SLO - Students involved in clubs or organizations on campus will learn how to effectively navigate through the ASNC website	Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	100% of students participating in the workshop will show improved proficiency when navigating the ASNC website	The Student Activities office will provide workshops/orientations each semester. A pre and post survey will be administered to all workshop participants	Completion Date: June 04, 2015. Findings: The goal was met. 30 out of 30 total participants showed improved proficiency in navigating the website (100% Completion rate).	The Student Activities Office was able to meet the original target performance level of 100% by revamping the quality and content of the sessions, the implementation of better scheduling, as well as developing incentives for student leaders to complete website related projects, and the reconstruction of the ASNC website (prizes, scholarships, etc.) This SLO will be included as one of the strengths of the program for the 2014-15 program review.	Continued and modified. Based on feedback from the student surveys the ASNC website needs to be revamped with more photos and descriptions of roles, responsibilities and goals.

II.1.B. Program Modifications for 2014-2015 Data Assessment ("Closing the Loop")

Outcome	Evidenced and detailed (Describe how you used outcome data for programmatic modifications)
Offer students greater opportunities to participate in co-curricular, community, and leadership activities in order to enhance their civic and academic performance.	Survey results in the Spring provided data to increase budget line items for the 2015-16 academic year in an effort to provide additional programming during college hour and evenings. Student Life and ASNC collaborated on an end of the year evening event which featured a two DJs, catered food, a 50 foot putting challenge, and more than $600 in give-a-ways and prizes. By doing this we created more leadership opportunities for students to participate in the planning and implementation of programs and events, as well as a welcoming environment for students at-large.
Increase awareness of local and state community college governance and offer opportunities to participate in conferences and advocacy events across the state.	Survey results and informal focus groups with student leaders helped guide our decisions making process to continue to fund off-campus conferences and learning opportunities for student leaders. Members of ASNC and student clubs became well versed in Robert's Rules of Order and the Brown Act. In addition, student leaders participated in the annual General Assembly Conference hosted by the Student Senate for California Community College (SSCCC) with student leaders from all 113 community colleges in the state.
Develop and maintain a comprehensive website in order to increase access to services and assist clubs and organizations in acquiring forms and information on and off campus.	Based on surveys, students demonstrated an increased awareness of services and programs offered at Norco; however, the office's lack of website maintenance throughout the year, due in large part to the departure of our Student Activities Coordinator, caused us to modify our assessment procedures. We will be doing monthly checks of the website to make sure it is up to date.

II.2.A. 2015-2016 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 2015-16.	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% more than 50 events will be hosted at Norco during the 2015-16 academic year.	Compare co-curricular programs from 2014-15 to 2015-16.	ASNC hosted 80 events during the 2015-2016. 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 2015-16.	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 30, 2016, Athletics will have an additional $5,000 in their account for next year from ASNC. Fitness 19 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.2.B. 2015-2016 Assessment Plan Findings/Data Analysis

SLO/SAO #1: Provide ASNC with para-professional leadership training.

    Findings/Data Analysis: 100% of students' leaders who were members of ASNC attended at least 2 para professional training sessions. 95% stated they felt their leadership skills improved as a result of participation in these programs.

    Improvement Recommendations: ASNC and the Dean of Student Life will continue to provide these trainings. In future years, parliamentary procedures, how to run a successful meeting, and public speaking skills will be part of the on-going training series. 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 important training sessions. As we move forward, invitations to club and organization presidents, as well as Student Ambassadors will be part of the training session expansion.

SLO/SAO #2: Increase number of co-curricular opportunities for students at Norco College

    Findings/Data Analysis: ASNC hosted 80 events during the 2015-2016. Many were collaborative efforts, such as Read2Succeed with the Library and the Silent Art Auction with the Art Gallery. Students felt that ASNC and Student Life were valuable contributors to the overall campus life at Norco College. Additional advertising of campus programs is a priority.

    Improvement Recommendations: The emphasis in future years will be placed on both quantity and quality of programming. Students would like to see more Friday night programming, in addition to the college hour programs which currently take place. One suggestion was to increase college hour from two days to four. This would take a joint effort between Academic Affairs and Student Affairs to rearrange class schedules. Major assistance from the Curriculum Committee would need to incorporated to make this work.

SLO/SAO #3: Develop a comprehensive Student Ambassador Program.

    Findings/Data Analysis: The Student Ambassador Program was established in December, 2015 with 25 eager students in the inaugural group. Student Ambassadors assisted with outreach, as well as on campus support. Collaborations between CTE, Career and Job Placement, and ASNC took place this year. Students with 3.5 GPAs and above were invited to apply. This academic threshold because it let students know that academics was their main priority and service to the campus and community was secondary. 22 of the 25 students were retained by the end of the academic year.

Improvement Recommendations: This program will continue with a greater emphasis on leadership development and mentorship. There were six Student Ambassadors at the final Brown Bag Series discussing Ambassador Programs and mentorship was a leading topic which emerged from the discussion. As we move forward, 40 students will be the target goal of the next Student Ambassador class.

SLO/SAO #4: Increase awareness about, and funding for, our men's and women's soccer program.

Findings/Data Analysis: As of June 30, 2016, Athletics will have an additional $5,000 in their account for next year from ASNC. An additional $1,000 was raised from advertisement from Fitness 19. While we did not hit our goal of $10,000, we made a valiant effort. The missed goal was due to the fact that we started our campaign in January. If given an entire fiscal year to campaign, we would have met our target goal. The Athletic programs are still relatively unknown by the campus and the community. Greater advertising about home games needs to take place both on and off campus. Local business sponsors need to be targeted as potential donors to the programs. Additionally, there needs to be district and campus funding to help support this program. Per Orange Empire Conferences regulations, Athletics also needs a trainer for practices and home games. Funding must be found to support this department.

Improvement Recommendations: 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 is currently the sole contributor. Athletics must get campus and district financial support if this department is going to exist.

III. Needs Assessment

1. **Staffing Level:** *Provide a very brief description of your current staffing level or attach an organizational chart that includes positions only.*

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┌─────────────────────────────┐
│     Dean of Student Life     │
│          (1.0 FTE)           │
└─────────────────────────────┘

┌─────────────────────────────┐
│      Student Activities      │
│   Coordinator - (1.0 FTE)    │
└─────────────────────────────┘

┌─────────────────────────────┐
│  Administrative Assistant III│
│          (.5 FTE)            │
└─────────────────────────────┘

┌─────────────────────────────┐
│       Student Assistants     │
│             (9)              │
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2. Staffing Profile

Position	Staffing Levels for Each of the Previous Five Years						Anticipated total staff needed	
	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016		2016 - 2017	2017-2018
Administration	0	0	0	1.0	1.0		1.0	1.0
Classified Staff FT	0	0	0	1.0	0		1.0	1.0
Classified Staff PT	0	0	0	.5	.5		1.0	1.0
Confidential Staff FT	0	0	0	0	0		0	0
Faculty FTE Full time	1.0	1.0	1.0	1.0	1.0		1.0	1.0
Faculty FTE Part time	0	0	0	0	0		0	0
Total Full Time Equivalent Permanent Staff								
Short Term Staff	0	0	0	0	0		0	0
Student Workers	1	1.5	1.5	6	9		9	9

3. Improvement Areas

- The Student Life Administrative Assistant III is currently a part time permanent position. This position needs to be a full time position to assist with the on-going student traffic of the area. Student Life oversees seven departments, including ASNC, Athletics, Career & Job Placement, Health Services, Student Conduct, Student Employment, and Student Activities. This area needs full time coverage to assist with student needs throughout the business day.
- The Associated Students have no professional support staff members, yet they are one of the most trafficked offices on campus. Consideration needs to be made about a full-time ASNC Administrative Assistant II position.
- A major concern nationwide is safety on campus. As a result, serious future consideration needs to be made to create a full time Judicial Affairs or Student Conduct Officer position.
- The Athletic Department is not financial supported by the institution. Serious consideration needs to be made about getting the needed staffing and equipment to help our men's and women's soccer teams be successful. Conversations will take place about assisting getting financial assistance from SSSP and Equity Funds.

4. Staff Needs

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

List Staff Positions Needed for Academic Year 2016-2017 **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. Student Life Administrative Assistant III (current salary & benefits are $23,195) Reason: The Student Life Administrative Assistant III is currently a part time permanent position. This position needs to be a full time position to assist with the on-going student traffic of the area. Student Life oversees seven departments, including ASNC, Athletics, Career & Job Placement, Health Services, Student Conduct, Student Employment, and Student Activities. This area needs full time coverage to assist with student needs throughout the business day.	**I**	**$92,244** **(an additional $69,049 is needed to make this position full time)**
2. ASNC Administrator Assistant II (salary $41,052, no new space or equipment needed) Reason: The Associated Students are in dire need of administrative support to help with budging request, clerical work, booking rooms, arranging travel, and scheduling appointments for the elected student officers. ASNC has voted to provide up to $40,000 for the next five years to assist with the salary of this position.	**N**	**$87,133**
3. Reason:		

 * 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. N/A <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.

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	**N/A**									
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 <u>Not</u> 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. N/A Reason:	
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.

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

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.	Cost per item	Number Requested	Total Cost of Request
1. **Travel and Registration for Professional Development Training for Crisis Intervention** Reason: As safety concerns continue to be the top priority of our campus and district, the Behavior Intervention Team needs on-going training its committee members.	$1,500.00	8	$12,000.00
2. **2. Travel and Registration for Professional Development Training for Student Conduct** Reason: Continuous changes in educational legal matters make it a necessity be up to date on new laws and regulations, most specifically related to Title IX and sexual assault matters.	$1,500.00	1	$1,500.00
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

Unit Name: ***Student Life***

9. SAFETY NEEDS <u>not</u> covered by current budget

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.	Cost per item	Number Requested	Total Cost of Request
1. N/A 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 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.	Cost per item	Number Requested	Total Cost of Request
1. Athletic Department Budget Reason: The Athletic Department is not financial supported by the campus nor the district. Currently, ASNC is providing 100% of the funding for this department ($35,000), and has been the sole contributor since its inception. While ASNC's contribution is generous, it is woefully short of what is needed to oversee a successful athletic program. Serious consideration needs to be made about getting the needed staffing and equipment to help our men's and women's soccer teams be successful, as well as to grow the program by adding additional athletic teams. Conversations have taken place about acquiring financial assistance through SSSP and Equity Funds. The funds requested will help cover the cost of a part-time Athletic Trainer (which is mandated by our conference for all home games), referees, uniforms, equipment, travel, post-game meals for away games, conference dues, awards, and coaching stipends).	**$150,000**	**1**	**$150,000**
2. Reason:			
3. 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.***