

1. Assessment Plan - Three Column



PIE - Student Services: Student Life Unit

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p>Staffing & Professional Growth - Ensure quality trained staff are in place to provide optimal services to the campus community. ASC I (x2 FT) for new student center office suites Conference and Travel funding for SL Classified staff Coordinator, Student Activities for Leadership/RSCOs Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2021-22 % Completed: 75 The Student Life Staff continues to make progress towards ensuring quality trained staff are in place to provide optimal services to the campus community. Evidence based progress includes: - 100% of the Student Life Staff attended professional development training via POD, internal department workshops, and external campus activities. Including but not limited to Customer Service Training, Sexual Harassment Training, DISC training, Conflict Resolution Training, EEO Screening Training, Cyber Security at Work, De-Escalation and Crisis Management Trainings, AB 963 Training, General Assembly, "Be the Change" Division Professional Development training - 71% temporary staffing increase during the year. This included 3 - part-time short-term hourlies and 2 student assistants that critically supported the need for increased staffing to ensure services provided to the campus through the Student Life Office and Student Life Center. - 28 unduplicated leadership and information training workshops were facilitated for the campus student and professional staff communities. - Staff committed to incorporating and developing individual and departmental goals that aligned with Diversity, Equity, Inclusion, Social Justice, Anti-Racism, and ACCESS related understanding and knowledge acquisition. - Student Life Staff collectively supported and actively participated as representatives on fourteen (14) campus</p>

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	<p>Report directly on Goal</p>	<p>wide committees: Behavior & Wellness Team; Commencement Committee; Facilities Advisory Committee; Faculty Association Scholarship Committee; Grievance Review Committee; Basic Needs Committee; Students of Distinction Committee; Student Conduct Hearing Board; Textbook & Instructional Related Materials Committee; BP/AP Virtual Recordings Group; Mascot Task Force, Laptop Loaner Program; New Student Center Steering Committee; and the New Student Center Operations Task Force.</p> <p>-Student Life Staff collectively supported and actively participated as representatives on seven (7) Student Services Division committees: First Peoples Native Center; Grad Fest Planning Team; Minority Male Initiative; Mountie Monthly Mentor Planning Committee; New Student Welcome Planning Committee; TransferCon Planning Committee; and Womxn's Empower-meant Committee.</p> <p>-Student Life Staff collectively supported and actively participated as representatives on twelve (12) Department-based: Associated Students President's Cabinet; Associated Students Executive Board; Associated Students Senate; Associated Students Student Court; Associated Students Activities Committee; Associated Students Elections Committee; Educators of Distinction Committee; Inspiring Women Committee; Inter Club Council, Sexual Misconduct and Response Team; Student Life / EEO Title IX Committee; and the BP/AP 5530 Student Rights and Grievances Review Team. (07/14/2022)</p>
		<p>Reporting Year: 2020-21</p> <p>% Completed: 75</p> <p>Included request of two FT ASCI for new student center SL/DSS Office and AS/Club Center Office suites in the 2021-22 Division New Resource Allocation Request for ongoing funds. Next phase would be development of Position Descriptions in preparation for NRA approval. These positions are critical to supporting the New Student Center opening in 2023. Request to move ASIII from 13 to fund 11 was removed as P.C. deemed the position appropriately allocated using student fee money because it is a position that directly supports Associated Students. Coordinator of Multicultural Center was removed and placed with VPSS on</p>

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	<p>Report directly on Goal</p> <hr/> <p>Request - Full Funding Requested - Administrative Specialist I Staff (x2)</p> <p>Describe Plans & Activities</p> <p>Supported (Justification of Need): Two full time administrative specialists to provide critical support in the new Student Center starting beginning August 2022. One will staff the Student Life and Dean of Student Services Office suite and other will support the Associated Students/Club Center suites. These personnel will provide quality services to support the increased student life office traffic and student life center expanded hours. Professional staff (as opposed to student staff) are needed who demonstrate complex understanding of campus policies/procedures and who demonstrate professional demeanor to handle sensitive customer service needs/referrals</p> <p>Lead: Andi Fejeran Sims</p> <p>What would success look like and how would you measure it?:</p>	<p>the College SEEC Plan. Manager, New Student Center M-13 was also removed from Student Life and placed on VPSS NRA. Conference and Travel remain a vital need for SL staff to stay current on emerging trends of student leadership engagement, responsibility, advocacy, and inclusion. Funding was requested NRA 21-22. Coordinator for Student Activities reclassification is what is needed to convert the Student Center Specialist to a Coordinator level. Difference of funds was also requested via NRA 21-22. Exploration of Associated Students fee allocation will be explored to supplement the reclassification of the the SCS (C79) to CSA (C105) as the position directly supports the Student Club Office, Center, Recreation, Multipurpose Room, and all Club/Organization Officers. (07/13/2021)</p> <hr/> <p>Reporting Year: 2021-22 % Completed: 50</p> <p>-Successfully resubmitted for the 4th time - two (2) Administrative Specialist I full-time positions requests to ensure adequate staffing levels are in place prior to the move to the expanded New Student Center slated for Spring 2023. (Note: #19 of 31 for SS Division) . (07/14/2022)</p> <hr/> <p>Reporting Year: 2020-21 % Completed: 25</p> <p>Continuous request of staffing support is reported on annual New Resource Allocation request for the division. This will be the 3rd year of request for NRA ongoing in order to sustain the opening of the New Student Center. (07/13/2021)</p>

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	<p>Successful resource acquisition of salary (plus benefits) and successful recruitment/onboarding of two full-time administrative positions to support front office operations in the Dean, Student Services / Student Life Office suite and Associated Students/Club Leader office suite in new student center scheduled to open 2023.</p> <p>Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.</p> <p>Planning Unit Priority: High</p> <p>On-Going Funding Requested (if applicable): 160000</p> <p>Total Funding Requested: 160000</p> <p>Request - Full Funding Requested - Conference & Travel Funding for Student Life Staff</p> <p>Describe Plans & Activities Supported (Justification of Need): Provide professional development training aligned with program areas. The Student Life Office staff (7) needs continuous annual training to effectively perform job duties while staying abreast of current trends and laws. Specific certification is request for California Community College Student Affairs (CCCSAA), MaxFest for Maxient software program, Association of Student Conduct Administrators (ASCA) and additional state training for 1st Amendment, Title IX and VAWA compliance. This C&T request includes teleconference enrollment costs during COVID-19 pandemic.</p> <p>Lead: Andi Fejeran Sims</p>	<p>Reporting Year: 2021-22</p> <p>% Completed: 75</p> <p>Re-requested new resource allocation of \$14,000 through N.R.A. division process to support the professional development of all staff and received guidance that this resource could be submitted through SEAP. Intentional planning of professional development activities is designed to align with our department's ability to improve progress and achieve completion our 3 subsequent goals as well as increase the understanding, knowledge, and professional performance of Student Life Staff through a lens of Diversity, Equity, Inclusion, Social Justice, Anti-Racism, and ACCESS. (07/14/2022)</p> <hr/> <p>Reporting Year: 2020-21</p> <p>% Completed: 25</p> <p>Placed on Division NRA request year 3. Need still remains as online training is available through CCCSAA, SSSCC, and NASPA. (07/13/2021)</p>

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	<p>What would success look like and how would you measure it?: \$2000 assigned to each of the 7 staff members to ensure annual attendance at critical training.</p> <p>Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.</p> <p>Planning Unit Priority: Medium</p> <p>One-Time Funding Requested (if applicable): 14000</p> <p>Total Funding Requested: 14000</p> <p>Request - Full Funding Requested - Coordinator, Student Activities (Leadership / Recognized Student Clubs & Organizations)</p> <p>Describe Plans & Activities Supported (Justification of Need): Reclassification of Student Center Specialist to a permanent full-time position of Coordinator, Student Activities to provide coordination of programs and services of leadership programs, recreational oversight of the student center, and oversee the training and development of Recognized Student Clubs and Organizations (RSCOs) faculty advisors to ensure Campus Security Authority compliance and risk management and student officers training (approximate training population of 500 college employees and students). Current salary line for C-79 plus additional \$1-5k for salary</p>	<p>Reporting Year: 2021-22</p> <p>% Completed: 75</p> <p>Successfully submitted New Resource Allocation (NRA) request for a Student Center Specialist reclassification to ensure the Student Life Office is in compliance with AB 963 which requires the hiring or appointment of a Civic and Voter Empowerment Coordinator on campus. (Note #8 of 31 for SS Division). Proceeded to attend state level training to determine campus requirements for submission of an Action Plan to the California State Secretary's Office. (07/14/2022)</p> <hr/> <p>Reporting Year: 2020-21</p> <p>% Completed: 25</p> <p>Reclassification of Student Center Specialist to Coordinator, Student Activities is needed to focus on leadership development, recreational equipment of the student center, and training and development of faculty and student officers from the Recognized Student Clubs and Organizations. Need to discuss process for reclassification and acquisition of additional funding to secure higher level from C-79 to C-105. Submitted on Division NRA 21-22. Analysis of cost difference will also be explored through Student Activities Fee revenue. (07/13/2021)</p>

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	<p>\$5k for benefits ongoing to convert to C-105. The addition of AB 963 - new law of the Student Civic and Voter Empowerment Act will require immediate appointment and implementation of assigned staff to implement requirements.</p> <p>Lead: Andi Fejeran Sims</p> <p>What would success look like and how would you measure it?:</p> <p>Reclassification of Student Center Specialist position to Coordinator level position</p> <p>Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.</p> <p>Planning Unit Priority: Urgent</p> <p>On-Going Funding Requested (if applicable): 10000</p> <p>Total Funding Requested: 10000</p>	
<p>Ethical Student Development -</p> <p>Increase student responsibility and advocacy by improving shared governance, student conduct processes, grievance procedures, and data management.</p> <p>Status: Active</p> <p>Goal Year(s): 2021-22</p> <p>Goal Entered: 07/15/2021</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2021-22</p> <p>% Completed: 50</p> <p>The Student Life Office made a significant impact on goal progression towards increasing student responsibility and advocacy through shared governance, improved student conduct processes, improved grievance procedures, and strategically infusing data management as a tool for program improvement. The results of this progress includes:</p> <ul style="list-style-type: none"> -Transitioned the paper grievance process, with Donna, to an online format using Maxient -Collaborated with IT to link student Ethnicity data in Maxient from information in Banner for future data processing. -Crafted various Maxient Analytic reports to gather and record data regarding student conduct case management and adjudication. -Collaborated with Maxient Company to design a custom analytic report focused on recording the number of

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	Report directly on Goal	<p>number of students per workshop, 4 - Completed Personal Leadership Certificate, 7 - Completed Organizational Leadership Certificate,</p> <p>-LEAD Spring 2022 statistics: * 41 students attended at least one workshop, 157 (duplicated) students attended workshops, 4 - Average number of students per workshop, 3 - Completed Personal Leadership Certificate, 5 - Completed Organizational Leadership Certificate (07/14/2022)</p>
<p>Student Leader Wellness & Success - Collaborate with counseling and institutional research to assess the holistic development and retention of student leaders.</p> <p>Status: Active</p> <p>Goal Year(s): 2021-22</p> <p>Goal Entered: 07/15/2021</p>	Report directly on Goal	<p>Reporting Year: 2021-22</p> <p>% Completed: 25</p> <p>The Student Life Office has made initial progress primarily centered on the recognition of areas that need further development.</p> <p>Through the collaboration with counseling and institutional research to assess the holistic development and retention of student leaders, the following demonstrates the departments progress:</p> <p>-97% of fall 2021 A.S. officers met grade eligibility for Spring 2022</p> <p>-100% of appointed A.S. officers for Fall 2022 met grade eligibility</p> <p>-Began collaboration with Institutional Research to measure the student success of students in the Leadership Education And Development (LEAD) program, Associated Students (A.S.) and Recognized Student Clubs and Organizations (RSCO)s.</p> <p>-Began collaboration with Distance Learning and Instructional Technology to develop an A.S. Campus HUB to communicate shared governance progress, updates, and opportunities to all students.</p> <p>-Facilitated approximately 400 points of contact with Associated Student Officers and RSCO Officers to support student leader wellness and success demonstrating a high and critical need for counseling support for our student leaders.</p> <p>-Completed team focus group and compiled results of goal enhancement strategies that are needed. (07/14/2022)</p>

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<p>Co-Curricular Engagement Services - Determine the effectiveness of Student Life and Associated Student activities and services.</p> <p>Status: Active</p> <p>Goal Year(s): 2021-22</p> <p>Goal Entered: 07/15/2021</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2021-22</p> <p>% Completed: 50</p> <p>The Student Life Office made significant progress towards determining the impact and effectiveness of our programs and services. Reporting on progress is focused on three areas: Student Life, Associated Students, and Technology Enhancements.</p> <p><STUDENT LIFE></p> <ul style="list-style-type: none"> -Developed COVID safety protocols to ensure safety and maintain participation of students in our programs and activities. These include implementation of new front desk operations utilizing CLEARED4 tracking processes for all visitors, implemented assessment tools for most programs and activities with completion of post event infographics, and identified programs/services that would benefit from utilization of assessment data. -Maintained tracking logs for Student Life Office and Student Center programs and services which yielded the following: 4,121 contacts for SLO and 688 contacts for SLC. -Expanded data collection and improved procedures of Lost and Found program that established categories of the program. This year's impact was: 355 inquiries regarding items, 145 items were pick-up and reunited with campus community members, and 154 items were turned-in for processing. -72 LEAD Workshops facilitated to increase student leadership skills -Created a proposal for a new Student Life program titled "Mt. SAC Legacy Leaders" designed to recognize students on campus making an impact on the community, and successfully acquired funding for its implementation. -Maintained social media engagement for the Student Life Office via Instagram and Facebook. -Expanded the Community Volunteer Fair by increasing implementation to twice an academic year. This resulted in the hosting of a virtual fair in Fall 2021 and a hybrid fair in Spring of 2022. <p><ASSOCIATED STUDENTS></p> <ul style="list-style-type: none"> -Recognized and responded to the need for a sustainable

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	<p>Report directly on Goal</p>	<p>retrieval system for Associated Students legislation.</p> <ul style="list-style-type: none"> -Maintained student co-curricular engagement opportunities through the continuance of a hybrid Join-A-Club. This continuance despite pandemic pressures and concerns still resulted in approximately 40 RSCOs participating in person each semester with approximately 15 RSCOs who submitted informational videos for the virtual platform. -Engaged over 2,000 students in A.S. sponsored events and activities -Successfully developed 12 signature A.S. events to meet the organization's vision and mission. <p><TECHNOLOGY IMPROVEMENTS></p> <ul style="list-style-type: none"> -Created an online archive retrieval system accessible for public to access past and future A.S. legislation dating back to 2-15-2016. - Converted Lost & Found Auction to a virtual platform - 32Auctions ensuring program sustainability during pandemic safety protocols and increasing access to the auction with a total of 8,394 virtual auction page views. -Worked with IT on developing reporting feature through APEX for LEAD Pre/Post Survey results. -Worked with IT to develop and streamline the online application process for AS Officers, Committee applicants and Conference applicants. Including eligibility check and information management. -Worked with IT to revised RSCO Management system to include revised officer eligibility requirement per the revised ICC Constitution in June 2022. <p>The progress achieved demonstrates great success and reinforces the maintenance of on-going implementation through program evaluation and a deeper dive to analyze student impact as articulated in goal #3. (07/14/2022)</p>