

1. Assessment Plan - Four Column



PIE - Student Services: Student Life Unit

Where We Are Now: Analysis and Summary

2018-19

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Program Planning Dialog: As a department, we continued to discuss the following questions to help drive the development of each major event. 1) What planning have we done? This team dialogue prompted review of annual events and the development of revised Task lists that allowed us to ensure proper timelines were in place. This is a best practice that the Student Life Department continues to incorporate. Additionally, the team members shared visual calendar templates and backwards planning methods to create task lists. 2) What external conditions have we experienced that have impacted our areas? Over the past year the College while the college experienced changes in Assessment processes and the College Funding formula, the Student Life team was impacted by external conditions, specifically the Bond Campaign, a change in facility related law, and an increase in student grievances. 3) What internal decisions have we made inside our department, Division, College? Over the 18-19 academic year we have had two staffing transitions: The first year retention of the full-time permanent Student Center Specialist position, and a loss of a full-time staff member, our Student Services Program Specialist II, due to advancement. 4) What critical decisions have we made as a team? As a team we felt the need to determine and redefine our purpose and significance for the College and how we are demonstrating service to our community.

External Conditions, Trends, or Impacts (Student Services): The first external condition mentioned above related to the fact that the Student Life Office serves as advisors to Associated Students. As a result, the Student Life Office recognized the critical importance of the students' involvement of the Measure GO bond campaign. The Measure GO bond campaign and ensuring students were educated and able to vote, became Associated Students primary fall focus. As a result, the Student Life had to both support the students' creative ideas and event development, while ensuring compliance with the restrictions and allowances of Bond Campaigns. The second internal condition that began in the 17-18 academic year, was the identification of space for use of Lactation rooms. Within this academic year, legislation was passed that required a campus to provide spaces for nursing mother. In response to this law, Student Life staff worked with Facilities Management to identify and start a taskforce to plan and implement the use of lactation rooms. A third external condition was Faculty contractual rights. This academic year the Student Life Office learned through Faculty Association, that the College's Grievance Process closely mirrored the Faculty Student Complaint Form. This awareness led to a collaborative meeting between the Student Life Office and Faculty Association President, sitting down to review the current Grievance processes that overlapped or were separate from the Faculty negotiated student complaint process.

Internal Conditions, Trends, or Impacts (Student Services): Internal experiences for Student Life over the past year has impacted our approach to services and resulted in an incorporation of new procedures. **CONDITIONS** - With regards to internal conditions, the Student Life Office physical location serves as the home of to the Dean, Student Services. The Dean, SS provides leadership for the emerging trend of Basic Needs support for our students. The Basic Needs support program continues to grow and the Student Life staff provides direct support to students who are referred. This support service has required frequent training and adaptations to both Student Life front counter and the Student Life Center front counter. The specific adaptations have been training and in certain instances, advisement to students in need. Additionally, a promotion of a half-time Student Life employee to a full-time Dean's ASC IV position, resulted in office reconfiguration of department breakroom/storage space to alternate locations within the office to create a new private office space. **TRENDS** - With regards to internal trends, the Student Life Office learned through student grievance meetings, that a separate faculty complaint form through the Faculty Contract, was an avenue that was available and promoted by department chairs. During grievance meetings with students, we received communication that the Level I process that our office provides was already done similar or exact replication with a different faculty contract document. This trend of students communicating a faculty complaint form, led to a consultation meeting with Faculty Senate to review and compare both

documents. As a result of this trend and meeting, the Student Life Office has now adapted the initial meeting with students to specifically cover the purview of our document and we provide resource information to the Faculty Complaint Form during our meeting. Additional meetings with Faculty Senate are recommended to ensure delineation of accurate oversight between the Grievance and Complaint processes. IMPACTS - The Associated Students organization has seen an increase in diversity composition as well as an increase in social justice advocacy perspectives. This growth in diversity of skills, abilities, and cultural backgrounds led to two unique changes within Associated Students. The first was the impact of ACCESS students on Senate or attending A.S. events which resulted in the incorporation of interpreters, resource meetings, and the increased awareness & cultural sensitivity of our A.S. Officers. Specifically, A.S. officers became more aware of universal design for meetings, marketing, and event programs. Deaf and hard of hearing interpreters were utilized throughout the year and resource meetings with Access student counselors were conducted to ensure that the A.S. events were providing appropriate learning opportunities that met the needs of all student participants. The second impact of the increased diversity and social justice advocacy perspectives of the leaders resulted in the change of the Cross Cultural Senator's programming. Previously A.S. held a Cultural Fair that merely replicated Join-A-Club for cultural clubs and held talent shows from cultural clubs. Student leaders discussed cultural appropriation, intent vs. impact, and established goals that sought to educate and provide forums for students to express concerns from cross-cultural perspectives. The development of the Cross Cultural Conversations program provided three learning dialogues during the spring semester and became a permanent change in the Associated Students cultural programming. Lastly, Associated Students organization vocalized the need to focus their funds in areas that they felt had meaning and value. A.S. assigned an internal task force made up of representatives from each branch of government. The product that resulted was a revision of the Associated Students Vision and Mission statements and the development of A.S. Priorities that would guide internal and external funding sponsorships.

Critical Decisions Made by Unit: As a result of the belief that we needed to determine and redefine our purpose and significance to the contribution of the College, the Student Life team spent time during intercession planning meetings to discuss ways that we ensure the support and development of students through student engagement, leadership development, advocacy, and instilling a sense of responsibility in our students. As such, the most critical decision and outcome for the team was the revision of the Student Life Vision and Mission statements, as well as the revision of our Associated Students Vision and Mission statements. Revising both statements lead to the commitment of formal professional development for all staff, not just managers, as well as formalizing the Associated Student Officer on-boarding experience. For the staff, we requested funding through New Resource Allocation to enhance the training of Student Life staff, however this request was denied. As a result of the significance of training, manager funds were used for Classified staff to send them to Maxient Fest, CCCSAA Pro Conference, ASCA Regional meetings, and POD trainings. For Associated Students, formal off-site training was decided on as the best way to build cohesion amongst the team as well as reinforce a one organization working together philosophy. Lastly, prior to 18-19, no data had been collected that showed how many patrons utilized the services of the Student Life Office and the Student Life Center. With the help of a small internal committee, the development of a Google tracking form was completed and implemented in August for the Student Life Center and in September for the Student Life Office. From this implementation of tracking systems, the Student Life office demonstrated providing support services to 5,449 patrons and processed 2,104 lost items. The Student Life Center tracking resulted in access to recreation and study space for 11,463 patrons.

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: 1) Developed assessment for Discipline Conferences, utilizing Qualtrics 2) Implemented assessment for Discipline Conferences, utilizing ipads 3) Worked with EOPS to develop cross-department academic progress report for Associated Students and other peer leaders 4) 733 students in attendance at LEAD workshops (duplicated) 5) 50 students in attendance at President/Trustee meet and greet 6) 648 students in attendance at New Student Welcome 7) Associated Students accumulated 1,455 hours of volunteer service

Notable Achievements for Theme B: To Support Student Access and Success: 1) Revised Student Life Office Vision and Mission 2) Revised Associated Students Vision, Mission, and develop Priorities 3) Published the Academic Honesty brochure, in collaboration with the Activities Coordinator 4) Conducted 93 Discipline Conferences (as of March 29, 2019) 5) Completed program evaluations for New Student Welcome and Fall Leadership Conference 6) Professional Development Trainings to enhance student access and success - NASPA Student Affairs Administrators Regional and National - Title IX Training - Brown Act - Speaking Freely and Shouting Fire - Association of Student Conduct Administrators - California Community College Student Affairs Association - American Student Association of Community Colleges - Maxient - Technology, Education, Assessment, and Management International - Housing and Food Insecurities Conference - Questica 7) Developed online Budget Proposal process for Associated Students 8) Enhanced and improved Maxient templates 9) Development of new Cross Cultural Conversation program for Associated Students 10) Leadership of 180 club advisors and 600 student club officers 11) 105 certificates distributed at the Student Leader & Advisor Awards ceremony 12) Implemented Student Activities Fee Survey to explore initiation of a new Fee Referendum of 961 student responses 13) Implementation of online Volunteer sign-up and tracking for Associated Students events 14) Promotion of voter engagement through Associated Students events and supporting the passing of Measure GO

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: 1) Hire full-time Student Center Specialist 2) Enter recruitment for full-time Student Services Program Specialist II 3) New Resource Allocation acquisitions - Student Conduct iPad - Basic Needs Coordinator 4) Reserves access for Associated Students

equipment purchase of 18 iPads 5) Hired and trained 8 Student Center Assistants to enhance services and support to the Center and Associated Students programs 6) Implemented Phase 3 and 4 of Online Club Activation System 7) Associated Student resources to obtain new computer technology for Coordinator and ASIII 8) Revision of Phase 2 Students of Distinction program

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: 1) Facilitation of workshops - 3 Behavior and Wellness Team - 9 Essential Elements of Student Misconduct Reporting - 3 Standards of Conduct - 2 Sexual Misconduct - 2 Power & Privilege - 4 Ethical Decision - 8 Character Development - 2 Budget Management - 4 Leading for Change - 2 Recruiting Members & Keeping them Active - 2 Time management & Goal Setting - 2 How to Get Involved on Campus 2) 25Live Requests processed - Department Kitchen Reservations 3) Associated Students Equipment Reservations - A-Frames, Popcorn Machine, Snow Cone Machine, Mountie Joe 4) Processed Student Life Marquee advertisement 5) Collaborated with Event Services to improve club event reservation processes and training manual 6) Collaborated with Information Technology to improve LEAD, Club Database, and Students of Distinction processes 7) Voter registration collaboration between Associated Students and Clubs 8) Collaboration with Office of Risk Management to revise High Risk Clubs policy and Voluntary Waiver form 9) Collaboration with external community to increase community service for Red Cross to provide monthly blood drives and facilitate Volunteer Fair 10) Representation on Campus Wide Committees - Facilities Advisor Committee - Sexual Misconduct and Response Team - Negotiations Team - #MountieMoms Task Force - Student Center Steering Committee - Homelessness and Basic Resource Committee - Mountie Fresh Food Pantry Committee - Mountie Fresh Planning Committee - Commencement Committee - Minority Male Initiative - Mountie Monthly Mentor - Inspiring Women Committee - Students of Distinction Committee - Educators of Distinction Committee - Student Services Boutique - Great Staff Retreat

Contributors to the Report: Andi Fejeran Sims, Director, Student Life Donna Balducci-Lopez, Administrative Specialist III, Student Life Barbara Carrillo, Student Services Specialist II, Student Services Leslie Hennings, Administrative Specialist III, Student Life Isaac Rodriguez Lupercio, Judicial Affairs Officer manager, Student Life Giovanni Rodriguez, Student Activities Coordinator, Student Life Julia Walker, Student Center Specialist, Student Life

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Technology Improvements - Increase Student Engagement - 2019-2020</p> <ul style="list-style-type: none"> - Work with IT to develop use of APEX software modules to increase LEAD participation and completion through marketing and technology - Revise club recognition database to create online database to house Club Constitutions - Implement BoardDocs software use for Associated Students Executive Board and Senate meetings - Adjust Students of Distinction software program to require only one letter of recommendation. - Utilize Maxient software to automate Grievance process. - Explore IT support to improve Google form tracking of patrons served - Begin digitizing paper files <p>Status: Active</p>	<p>Report directly on Goal</p> <hr/> <p>Request - No Funding Requested - IT Personnel</p> <p>Describe Plans & Activities Supported (Justification of Need):</p>	<p>Reporting Year: 2018-19 % Completed: 75</p> <p>The collaboration with IT has provided the opportunity to achieve 3/4 of completion of both Club Recognition and Students of Distinction projects.</p> <p>We are in phase 2 of club database implementation allowing for the integration of deactivation and re-recognition interfacing with banner to verify student eligibility. Phase 2 has also included the development of ARGOS reporting.</p> <p>Student Distinction we are in production for phase 2 that has automated the verification of eligibility, online submission of nominator letters, ability to upload student essays, and the online evaluation process for reviewers. (06/07/2019)</p> <hr/> <p>Reporting Year: 2018-19 % Completed: 50</p> <p>IT has provided timeline for LEAD pre & post test data collection process 19-20 academic year. (06/07/2019)</p>

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<p>Goal Year(s): 2016-17, 2017-18, 2018-19 Goal Entered: 09/01/2016</p>	<p>LEAD Argos Reporting Assessment Lead: Donna Balducci-Lopez and Andi Fejeran Sims What would success look like and how would you measure it?: Electronic data from LEAD program. Planning Unit Priority: High Documentation Attached?: No Request - No Funding Requested - IT Personnel Describe Plans & Activities Supported (Justification of Need): Development of Club Recognition Online Database Lead: Julia Walker and Andi Fejeran Sims What would success look like and how would you measure it?: Phase 2 integration for automated email notifications. Planning Unit Priority: High Documentation Attached?: No One-Time Funding Requested (if applicable): 0 On-Going Funding Requested (if applicable): 0</p>	<p>Reporting Year: 2017-18 % Completed: 75 The Club Recognition Online Database was successfully launched during fall 2017. Phase 2 includes Winter deactivation, spring reactivation, and ARGOS report development. (03/22/2018)</p> <hr/> <p>Reporting Year: 2016-17 : n/a (08/21/2017) % Completed: 25 Successful project development and demo of Phase 1. Developed notations for needed improvements of Phase 2. (08/21/2017)</p>
	<p>Request - No Funding Requested - IT Personnel Describe Plans & Activities Supported (Justification of Need): Online program implementation of Students of Distinction Scholarship Program Lead: Donna Balducci-Lopez and Andi Fejeran Sims What would success look like and how would you measure it?: Online review of scholarship applications for committee and ability to send message notifications from the</p>	<p>Reporting Year: 2016-17 : n/a (08/21/2017) % Completed: 75 (Completion of Phase 1 and deployment of Phase 2. 16-17)</p> <p>Students of Distinction Phase 2 deployment is complete. The challenge has been step-by-step production as the timelines of the SoD program moves along versus full production of all steps at the start of this scholarship year.</p> <p>Planning of Phase 3 needs has begun. Progress would require completion of mapping phase 3 improvement needs. (08/21/2017)</p>

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software system.
Planning Unit Priority: High
Documentation Attached?: No
One-Time Funding Requested (if applicable): 0
On-Going Funding Requested (if applicable): 0
Request - No Funding Requested -
 Maxient template and workflow creation
Describe Plans & Activities Supported (Justification of Need):
 Implement campus grievance process to online reporting and routing mechanism through use of Maxient software program.
Lead: Andi Fejeran Sims and Donna Balducci Lopez
What would success look like and how would you measure it?: Online reporting of student grievances.
Planning Unit Priority: High

Reporting Year: 2017-18
% Completed: 75
 Maxient has been implemented. Continuous improvements are needed to reach full use. (07/14/2018)

Staffing & Professional Development - Enhance Student Retention & Success - Ensure quality trained staff is in place to provide optimal services to the campus community.
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19
Goal Entered: 09/01/2016

Request - Full Funding Requested -
 Administrative Support Staff
Describe Plans & Activities Supported (Justification of Need):
 On-going general funds of \$100,000 to fund two full time administrative specialists to staff the Student Life/Dean of Students Office and the Associated Students/Club Center suites in the new Student Center beginning August 2022.
Lead: Andi Fejeran Sims
What would success look like and how would you measure it?:
 Successful resource acquisition and full-recruitment of two part-time administrative positions to support

Reporting Year: 2018-19
% Completed: 0
 Continuous request of staffing support is reported on annual New Resource Allocation request for the division. (06/07/2019)

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front office operations in the Student Life Office and Associated Students/Club Leader offices.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High

Documentation Attached?: No

On-Going Funding Requested (if applicable): 100000

Request - Full Funding Requested - Move Administrative Specialist III salary line from Associated Students (Leslie Hennings) to the General Fund allocation to cover ongoing salary and benefits .

Describe Plans & Activities

Supported (Justification of Need): General funds ongoing estimate of \$90,000

Lead: Andi Fejeran Sims

What would success look like and how would you measure it?:

Acquisition of funds to move salary to general fund.

Planning Unit Priority: High

Documentation Attached?: No

On-Going Funding Requested (if applicable): 90000

Request - Full Funding Requested - Coordinator, Project/Program (New Student Center)

Describe Plans & Activities

Supported (Justification of Need): On-going general funds of \$90,000 to fund permanent full-time position to provide coordination of programs and services of the new Student Center anticipated 2022.

Lead: Andi Fejeran Sims

Reporting Year: 2018-19

% Completed: 0

This salary remains with Associated Students and has been resubmitted to annual New Resource Allocation funding request. This is the 4th request. (06/07/2019)

Reporting Year: 2018-19

% Completed: 0

No progress. Need for strategic development of full-time position to sustain programming of New Student Center is present. (06/22/2019)

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What would success look like and how would you measure it?:
 Successful hire.
Planning Unit Priority: Medium
On-Going Funding Requested (if applicable): 90000
Request - Full Funding Requested -
 Conference & Travel Funding for Student Life
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.
Lead: Andi Fejeran Sims
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.
Planning Unit Priority: High
One-Time Funding Requested (if applicable): 14000

Improvement of Leadership Environment - Renovation and remodel of Student Life and Student Center Offices to provide appropriate services, advisement, and oversight	Request - Full Funding Requested - Remodel Student Life & Student Center Office Spaces Describe Plans & Activities Supported (Justification of Need):	Reporting Year: 2018-19 % Completed: 0 No progress. With additional staff now in the Student Life Center, the need to enhance adequate office space is critical. (06/07/2019)
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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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<p>of related programs. Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19 Goal Entered: 09/01/2016</p>	<p>The current Student Center specialist office location has DIRT walls that block supervision view and access from the student life center. A remodel of this office space with DIRT walls that provide more viewing access, would increase supervision ability and ensure the center is running properly. Lead: Andi Fejeran Sims What would success look like and how would you measure it?: Completion of new office wall unit in Student Life Center to improve office services and oversight of Center. Planning Unit Priority: High One-Time Funding Requested (if applicable): 35000 Request - Full Funding Requested - 3 (three) Stand-up Desks Describe Plans & Activities Supported (Justification of Need): To provide ergonomic support for the Judicial Affairs Officer, Administrative Specialist III, and Student Activities Coordinator. Lead: Isaac A. Rodriguez Luperio What would success look like and how would you measure it?: Having these staff members provided with ergonomic support to carry out their daily job duties. Planning Unit Priority: Medium Documentation Attached?: No One-Time Funding Requested (if applicable): 2400 <hr/> Request - Full Funding Requested - 1 (one) Two-Way Radio Set Describe Plans & Activities Supported (Justification of Need):</p>	
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This 8-piece two-way radio set would aid in communication during the various events planned and executed by the Student Life Office such as New Student Welcome, Students & Educators of Distinction, and Lost & Found Auction.
Lead: Isaac A. Rodriguez Lupericio
What would success look like and how would you measure it?: Having the necessary equipment to successfully communicate with staff members during programs.
Planning Unit Priority: Medium
Documentation Attached?: No
One-Time Funding Requested (if applicable): 350

Data Informed Programming -
 Develop assessment and evaluation tools for all services and programs of Student Life and Associated Students.
Status: Active
Goal Year(s): 2018-19
Goal Entered: 07/10/2018

Request - No Funding Requested -
 Establishment of dedicated time on department schedule .
Describe Plans & Activities Supported (Justification of Need):
 Development of customer service evaluation and tracking tools.
Lead: Andi Fejeran Sims, Julia Walker, and Giovanni Rodriguez
What would success look like and how would you measure it?:
 Automated ability to track users of Student Life and Student Center programs and services.
Planning Unit Priority: High

Request - No Funding Requested -
 Establishment of dedicated time and priority on department schedule.
Describe Plans & Activities Supported (Justification of Need):
 Development of Student Learning Outcomes for each Associated

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

Student activity and use of assessment tools to measure outcomes.

Lead: Andi Fejeran Sims, Julia Walker, and Giovanni Rodriguez

What would success look like and how would you measure it?:

Implementation of user assessment and evaluations at Associated Students events to provide data to inform future decisions of programs.

Planning Unit Priority: High