Student Services
Program Review 2009-2012

Section 1 is due by October 6, 2009

PROGRAM AREA: Student Life

Program Philosophy: Las Positas College is committed to providing programs and services that foster student participation in government, activities, organizations, athletics, and cultural events. The college recognizes the important role of students as active and meaningful participants in the shared governance decision-making process of the institution. Comprehensive leadership development and orientation programs for students that strengthen their knowledge, expand understanding of governance issues, increase student preparedness and enhance student credibility in the community are important and essential responsibilities of the college. The Office of Student Life is committed to improving student success, and ensuring access, equity and inclusion for all students.

Progress on Goals, Objectives (2005-2009):
Please list each goal from goal's matrix and describe progress on each.

1.   Broaden and enhance the collegiate experience by encouraging student participation in student government, co-curricular activities, and athletics. **In Progress**
We continue to make good progress in this area, although it will be on-going. Currently, The Student Senate has 31 members. There are 24 active clubs on campus, with consistent requests to organize new clubs.

2.   Define roles and responsibilities of support staff for student activities including clubs, special events, student government, and sports activities. **Completed**
The Student Life Assistant has organized and standardized our program, and things are running very smoothly. Paperwork is being processed in a timely manner.

3.   Encourage the formation of student clubs representing the diversity, social, political and cultural interests of the college community. **In Progress**
This is an on-going goal as every year, some clubs are de-activated, others are re-activated, and new groups request activation. I believe that students feel comfortable with the process of organizing a new club.

4.   Foster meaningful peer relationships between students that enable individual growth and development using interpersonal skills. **In Progress**
With new students joining clubs and the Student Senate each semester, it takes awhile to build cohesive teams. However, workshops are scheduled at regular intervals to address issues of team building, leadership styles, effective communication, and capacity building.

5. Provide resources and support so that students are active members in the college decision-making process. **Completed**
   There is now full participation by students on all shared governance committees, and they understand the magnitude of their responsibilities in this area.

6. Foster independent functioning of the Associated Student organization while providing needed guidance. **In Progress**
   This is still a work in progress. Each year, the Director of Student Life encourages and nurtures the new student leaders to become more independent thinkers and step up to roles of responsibility and leadership. Since most of the new students are millenials, this is becoming more challenging with each new year.

7. Encourage knowledge and participation in local and statewide political issues affecting community college students. **In Progress**
   This is still a goal in progress. Some students are very astute about political issues, while others do not show much interest. We, as all colleges, experience a high degree of student apathy. By giving the student leaders the chance to attend various state and national conferences, it is hoped that they will gain knowledge that will benefit all students.

8. Develop and maintain a budget prioritizing expenditures for activities and programs based on a sensitivity to the changing needs of the student government and the student body. **Completed**
   The programs under the auspices of the Office of Student Life have become very fiscally conservative. The budgets are well-understood by the students and spending is under control.

Program Information

Staffing: Ms. Cynthia Ross, M.S., Director of Student Life
Ms. Sheri Moore, Student Life Assistant

Location: Building 1300-C

Services: Student Government, Student Clubs, Activities and Events

Program Components:

	2007-2008	2008-2009	2009-2010
Number of Students Served:	varies	varies	varies

	2007-2008	2008-2009	2009-2010
Budget:	$76,265	$85,290	$98,127

1. What is the program's connection/dialogue to other programs?
   Because the program draws its participants from the entire student body, it connects to all other programs. Many of the clubs have direct connections to academic programs, i.e., Psychology Club. In addition, club members and student government members have a variety of majors and interests. Student Life assists other Student Services programs by providing manpower for different events and financially contributing to certain programs.

2. Identify and describe the status of your Student Learning Outcomes. Include an analysis of your assessed SLO's.

SLO: Students will demonstrate the ability to effectively conduct and participate in productive meetings, and will exhibit the ability to engage in meaningful debate and discussion.

One of our new program objectives is: Increase the number and quality of workshops/seminars to address effective communication strategies and public speaking. This will help us continue to improve and assess this SLO. New senators are required to view a Parliamentary Procedure video and answer questions in order to learn proper meeting procedures. Pre and post-tests have indicated an improvement in this area.

SLO: Students will identify supportive resources for creating and initiating student clubs that represent the diversity, social, political and cultural interests of the college community.

This SLO is continually being assessed by the number of new clubs being formed, and the number of students asking about information regarding clubs and opportunities for involvement. Since May 2010, five (5) new clubs have been activated.

SLO: Students will demonstrate the ability to discuss differences and manage conflict, exhibiting respect for diverse opinions.

The ability to disagree respectfully and professionally is difficult to learn. With workshops and guidance from the Advisor, we will continue to encourage and facilitate this skill. In an evaluation of a recent leadership workshop, 79% of participants indicated that the workshop was useful or very useful.

3.   Provide a summary of current and future programmatic challenges.

The basic challenge that the Office of Student Life faces and will continue to face in these economic times is lack of time and manpower. This program could easily support a full-time administrator and full-time assistant. These positions would increase the effectiveness and efficiency of the program, and all activities regarding student life/student engagement could be housed under one program rather than scattered throughout Student Services.

As with all colleges, student apathy is always a challenge. I believe that the Office of Student Life has helped to significantly increase participation in campus activities over the last few years, but it is an on-going struggle.

Section 2 is due by February 26, 2010

Point of Service Surveys:
Number of surveys gathered: 29

Date range of survey(s):   11/17/09-12/14/09

Attach copy of survey in Appendix.

Program Strengths Identified (utilizing survey data):
1.   The Office of Student Life is helpful and responsive to my needs. 97% either agreed or strongly agreed with this statement (28%-A; 69%-SA).
2.   Being part of Student Life has broadened and enhanced my college experience. 97% either agreed or strongly agreed with this statement (14%-A; 83%-SA).

3. I have gained valuable leadership experience while being a part of Student Life. 97% either agreed or strongly agreed with this statement (14%-A; 83%-SA).
4. The Student Life Advisor is knowledgeable, encouraging and helpful in providing information and guidance. 97% either agreed or strongly agreed with this statement (19%-A; 78%-SA).

Areas of Improvement Identified **(utilizing survey data):**
1. The Office of Student Life is helpful to students who want to establish and maintain student clubs. Although 97% either agreed or strongly agreed, 36% agreed while only 61% strongly agreed.
2. I have learned to constructively contribute to conversations and discussions during Student Life activities and meetings. 96% either agreed or strongly agreed with this statement. However, only 57% strongly agreed while 39% agreed. As this is one of the program's SLO's, more work is needed in instruction regarding communication skills.
3. The Student Life Assistant is knowledgeable, encouraging and helpful in providing information and guidance. 86% either agreed or strongly agreed, with SA at 69% and A at 17% (7% were neutral). I believe that as the Student Life Assistant position was so new last year, she was still "settling in", and many students did not realize we had support services.
4. I feel students have a voice on campus. This is the area in need of most improvement. SA=52%, A=28%, 17%=N, 3%=D. We need to do a better job of educating students on shared governance and their rights and responsibilities therein. The broader student population needs to be made aware of their representatives in the decision-making process on campus.

Section 3 – Goal Matrix completed by March 31, 2010

Student Services Program Review
Action Plan Template
2010-2011

GOAL #1

I.   Objective (Formerly Target):

Expand the sphere of responsibility of the Office of Student Life to include coordination of major campus events, i.e. graduation, student recognition ceremony, high school senior night, etc. **(Creative Goal)**

This would increase efficiency by having all student life events under one program rather than scattered through several programs in the Student Services Division. It would provide a sense of continuity and standardization.

II.   Plan to Accomplish the Objective/Goal:

Plan:			
	Activity	**Timeline**	**Responsibility**
a.	Shift coordination of events to Office of Student Life	Gradually add one event per semester to OSL purview	Director of Student Life Student Life Assistant

III. How Will You Measure the Effectiveness of This Objective/Goal?

Event debriefings, satisfaction surveys, event success

IV. How Does This Goal Relate To/Support the College's Strategic Plan 2010-2015?

Relates to Strategy #7 under Resource Development & Allocation – "Streamline and articulate processes."

V.   Estimated Resource Requirement
(Please indicate if resources are needed "one time" or if they are ongoing.)

Category	Description	Estimated Cost (if known)
Personnel	Director of Student Life as defined now may need more faculty reassigned time; consider creation of a full-time Director of Student Life position Expand hours of part-time Student Life Assistant	
Supplies		
Facilities		
Other		

GOAL #2

I.   **Objective (Formerly Target):**

Provide students with more opportunities to be involved in campus decisions and educate the student body in participatory governance and the work of the student leaders. **(Strength/Weakness Goal)**

Many students feel they don't have a voice because they are unaware of what the student leaders do and the ways they are involved in the participatory governance of the campus. Better education would result in students feeling more empowered.

II. **Plan to Accomplish the Objective/Goal:**

Plan:

	Activity	Timeline	Responsibility
a.	Provide online committee reports with emphasis on the students' participation	Begin Spring '11	Director of Student Life Members of Student Senate
b.	Conduct student forums to discuss pertinent issues.	2011-2012	Director of Student Life Members of Student Senate
c.	Newsletter detailing student involvement on campus	2011-2012	Student Life Assistant

III. **How Will You Measure the Effectiveness of This Objective/Goal?**

Student Surveys, Number of students attending forums

IV. **How Does This Goal Relate To/Support the College's Strategic Plan 2010-2015?**

It relates to the strategic goals of Communication & Infrastructure and Diversity & Pluralism.

V.   **Estimated Resource Requirement**
     (Please indicate if resources are needed "one time" or if they are ongoing.)

Category	Description	Estimated Cost (if known)
Personnel		
Supplies		
Facilities		
Other		

GOAL #3

I. Objective (Formerly Target):

Increase the number and quality of workshops/seminars to address effective communication strategies and public speaking. **(SLO Goal)**

More students would feel more comfortable stating their opinions and asking questions if they had more training. It would increase participation in the decision-making process.

II. Plan to Accomplish the Objective/Goal:

Plan:			
	Activity	**Timeline**	**Responsibility**
a.	Prepare new workshops	2010-2011	Director of Student Life

III. How Will You Measure the Effectiveness of This Objective/Goal?

Student surveys; evaluation tools at completion of workshops.

IV. How Does This Goal Relate To/Support the College's Strategic Plan 2010-2015?

It relates to the strategic goal of Accountability, Strategy #9 – "Training for committee members...regarding: ...consensus building, ground rules, conflict resolution, and productive dialogue.

V. Estimated Resource Requirement
(Please indicate if resources are needed "one time" or if they are ongoing.)

Category	**Description**	**Estimated Cost (if known)**
Personnel		
Supplies		
Facilities		
Other		

Instructions: Using your self study and PROGRAM DEVELOPMENT forms, please complete the spreadsheet below. Each DEVELOPMENT form corresponds to one row so that each OBJECTIVE is on one l

Institutional Strategic Goals (for exact wording please visit the next spreadsheet in this workbook)
1. Teaching and Learning
2. Institutional Advancement
3. Accountability
4. Economic Development
5. Resource Development and Allocation
6. Academic and Professional Excellence
7. Diversity and Pluralism
8. Communication and Infrastructure
9. Community Life
10. Sustainability

Please contact The Office of Institutional Research and Planning (X1027), your Dean or VP with questions or assistance completing this data base.
DO NOT MAKE CHANGES TO THE DATA BASE FORMAT.
Macros must be enabled.

Program Review Type	Discipline/Unit (ex. CHEM, Research, Library, A&R, AUTO)	Division (Instructional Program Review Only)	What do you want to accomplish? (Objective)	How do you plan to accomplish this?	What is/are your measurement criteria? (How will you measure and document effectiveness?)	Which College Strategic Goal(s) does this objective address? (all that apply 1-10)	Does this objective address an Accreditation Recommendation or Planning Agenda?	When do you plan to start?	What resources will this take? (all that apply)	What Institutional Process/ Committee/Office will you need? (all that apply)	Specify if Other process	Prioritized
Student Services	Student Life		Expand the sphere of responsibility of the Office of Student Life to include coordination of major campus events, i.e. graduation, student recognition ceremony, high school senior night, etc.	Shift coordination of events to Office of Student Life	Event debriefings, satisfaction surveys, event success	5 Resource Development and Allocation	Neither	Fall 2011	Non-Financial, Ongoing	Dean/Vp Budget Allocation, Release time/Coordinator time		Medium Priority
									Financial, Ongoing			

Student Services	Student Life		Provide students with more opportunities to be involved in campus decisions and educate the student body in participatory governance and the work of the student leaders.	Provide online committee reports with emphasis on the students' participation	Student Surveys, Number of students attending forums	8 Communication and Infrastructure	Not sure	Fall 2011	Non-Financial, Ongoing	none		High Priority
				Conduct student forums to discuss pertinent issues.								
				Newsletter detailing student involvement on campus								
Student Services	Student Life		Increase the number and quality of workshops/seminars to address effective communication strategies and public speaking.	Prepare new workshops	Student surveys; evaluation tools at completion of workshops.	3 Accountability	Neither	Spring 2011	Non-Financial, Ongoing	none		High Priority