What are the strengths of your area?:
1. Student engagement through clubs and activities/events.
2. Student Senate is the official governing group representing the student body.
   (Third-tier of the COS Participatory Governance Structure.)
3. Services - Processing of student ID cards and issuing of Activity Benefits and Transit stickers.

What improvements are needed?:
1. Student Engagement
   * Our general student population needs to be more informed or aware of the upcoming events.
   * Offer events and clubs that interest our current student population.
   * Student apathy is a real issue.
   * Being overextended is an issue with students' class loads, jobs, and personal/family obligations.
   * Offer events that would invite the community on to campus.
   * Engagement of students' family and friends.

2. Student Senate
   * Student representation at campus committees.
   * Committee meetings are not generally conducive to the student schedules.
   * We need to be reminded that students' primary purpose at college is their coursework.

3. Services - ID cards, activity benefits and transit stickers.
   * The transit sticker has impacted the office staff tremendously and we receive no financial support for this service.
   * Due to the fee increase to $15 in spring 2015, it is imperative that we enhance the Activity Benefits Sticker to encourage students to pay the fee.

Describe any external opportunities or challenges:
1. Students' time is restricted due to many obligations in addition to their academics. (employment and personal/family obligations)
2. Student leaders tend to be very involved and active in campus life and in their community.
   In addition, many have demands of outside obligations of job and family.
3. An external opportunity with the ABF stickers - we will be able to offer incentives with outside vendors (entertainment, restaurants, amusement parks, and promotional items/discounts).
   * The manpower to make and maintain the contacts with local merchants and extended areas, to create additional benefits, is a challenge.
   * Determining the desire of the current student population with regards to the type of benefits they wish to receive with the ABF sticker.
   * The dynamics of the student population changes, therefore the incentive desires change constantly - always in flux.
   * COS is third-party in the dynamics of the negotiations between the transit parties.
   * Due to unresolved negotiations this semester, this added an additional task for staff in having to issue KART transit passes to Kings County students.
   * We have no control over the production of the transit stickers. This past semester Transit provided low quality stickers that faded/rubbed off and the bus drivers would not accept them.
   * Because of this issue, it impacted our office with students returning to receive a replacement sticker.

Overall Outcome Achievement:
1. Overall, we increased opportunities for student engagement by offering diverse activities/events and new club charters.
   * We were satisfied with the overall assessment, because we were able to increase student engagement.
2. Overall, our outcomes reflect student representation on vital campus committees in the participatory governance structure.
   * In addition, improvements were made for transparency and easy access to the day-to-day business of Student Senate. (ie: bulletin board and web site postings.)
   * Even though we are not responsible to set meeting dates and times with regards to campus committees, we still strive to have student representation in these meetings.
   * We created a new method of assessment with a Passport to Student Involvement to track student attendance at committee meetings, to be completed and returned to Student Activities and Affairs by the committee chairs.
3. ID cards, Activity Benefits Fee sticker, and Transit/Bus Pass stickers are doing well.
   * Overall we are pleased and able to maintain the demands of processing student ID cards.
   * Overall the students like receiving the Activity Benefits Sticker and utilizing the discounts/benefits it provides.
We recognize the need to enhance the benefits of the ABF sticker since the fee will be increased beginning Spring 2015.
   * Overall the transit service has been an outstanding success with our students.
It provides students the opportunity to have access to attend college no matter where they live or which campus they attend.

**Changes based on outcome**

1. **achievement:**
   - We increased our club and activities offered.
   - We updated the 17 web site pages.
   - Increased diverse club opportunities (44 clubs).
   - Increased connections with club advisors with two advisor appreciation luncheons, two advisor trainings, and provided easy access to necessary forms/handbook/documents on the web and on the U-drive.

2. **Student Senate**
   - Is aligned with the Participatory Governance Structure.
   - Has 44 students involved in campus-wide committees and 14 senators that are representatives to the 13 district divisions.
   - Members have become more knowledgeable and have a better understanding of the District policies (APs/BPs) regarding the governing structure due to Senior Management involvement in Student Senate meetings.
   - In addition, the coursework now has had assignments implemented for students to complete that are directly related to the Participatory Governance Structure.

3. **Activity Benefits & Transit Stickers.**
   - The Activity Benefits Fee has been changed to $15 per semester beginning Spring 2015 to support the day-to-day operational demands and funding for the Student Activities and Affairs office/Student Senate.
   - The Transit sticker/service has been extremely successful and a much needed service. This service is so popular that students even voted to increase the fee beginning Fall 2014 and we did not receive complaints with the additional cost.

**Outcome cycle evaluation:**
We are improving our data collection, tracking, and assessment tools.
A long-term goal is to have a tag system in Banner for students involved in programs (FYE, EOPS, etc.), clubs, co-curricular (ie: Campus Newspaper, athletic teams, music, etc.), Student Senate, etc. this tag would allow us to collect data on engaged students.
In doing the program review we have become more aware of what is working well and where improvements are needed.
We will be reviewing our overall program and services annually.

**Action: Student Engagement**
Increase events that will be offered to our student population and the community.

**Implementation Timeline:**
2014 - 2015
**Start Date:** 10/03/2014
**Status:** New Action

**Identify related course/program outcomes:**
The program is Student Senate and Leadership courses (IS210, IS211, IS212, IS213).

**Person(s) Responsible (Name and Position):**
The program is Student Senate and Leadership courses (IS210, IS211, IS212, IS213).

**Rationale (With supporting data):**
Research continues to show that if students are actively engaged in student life they will do better academically.
As stated in our governing process, Student Senate is a vital part of the District Participating Governance Structure. Student representation on District Committees and Task Forces continue to provide positive student engagement and student insight to the decision making processes.

**Priority:** High
**Safety Issue:** No
**External Mandate:** No
Action: Student ID Card, Activity Benefit Sticker, and Transit Sticker

We want to provide excellent customer service with ID Cards, Activity Benefit Stickers, and Transit Stickers. With the increased Activity Benefits Fee, we must provide additional and inviting benefits so students will wish to pay this optional fee.

  Start Date: 10/06/2014
  Status: New Action

Identify related benefits: This action is in line with the COS District Mission Statement. This falls under all District Objectives, the bottom line is active student engagement equals student

course/program outcomes: retention and success.

Person(s) Responsible (Name and Position): Debbie Douglass, Director/Advisor Student Activities & Affairs/Student Senate

Rationale (With supporting data): The rationale to this is the Student Activities and Affairs office is solely funded by students fees (Activity Benefits Fee Sticker). It is vital that we collect these fees in order to support co-curricular funds and host District events and activities.

The ID card has other multiple uses, such as: Library Card, Go-Print, Transit Pass, and Book Buy Back.

The transit sticker is a service that supports a method of transportation to attend class throughout the district. All of these components support student success.

Priority: High

Safety Issue: No

External Mandate: No

Add Resource Request for Action

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<thead>
<tr>
<th>Resource Description</th>
<th>Why is this resource required for this action?</th>
<th>Notes (optional)</th>
<th>Active</th>
</tr>
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<tbody>
<tr>
<td>A part-time clerical assistant to issue ID cards, Activity Benefit stickers, and Transit stickers.</td>
<td>The Student Activities and Affairs office handles multiple areas of duties. It would be beneficial to have a clerical support person who would provide excellent/consistent customer service in our office when dealing with the front counter, especially with ID cards and stickers. This would free-up the demands on the Senior Secretary to focus on other areas that are needed. The part-time person would work a 24 hour work-week.</td>
<td>$14.16 per hr - 24 hr wk - 12 month</td>
<td>Yes</td>
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<td>Resource Description</td>
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<td>A full-time Student Activities and Affairs Technician. The technician will focus on overall activities offered to current students and the community. Also, the technician will be promoting and creating additional benefits for the Activity Benefits Fee that students pay. <strong>Resource Type:</strong> Classified- New/Replacement</td>
<td>The technician will support offering campus events that would be enticing to the current student body and community members. In developing our program review, we feel it is essential to have the adequate staffing available to be able to accomplish our goals. The technician would provide support in offering a variety of campus events to promote campus engagement and more importantly reaching out to engage the community. (example - other colleges offer unique events.) This would be an excellent opportunity for the college to be show-cased to the community. With the increased Activity Benefits Fee to $15 per semester it is imperative that we provide extended benefits to students so they will pay this optional fee. Enhancing these student benefits will take time and efforts working with local and surrounding area vendors, merchants, and amusement parks. The ABF supports the Student Activities and Affairs office, Student Senate, and Co-Curricular funding. [By filling this position, we could eliminate the need for the request for a part-time clerical position; since this would free up the senior secretary duties, such as activity date requests, master event calendar, clubs, events, merchant discounts promotion, etc.]</td>
<td></td>
<td>Yes</td>
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