

Comprehensive Program Review Report



Program Review - Student Activities & Affairs

Program Summary

2021-2022

Prepared by: William Hobbs

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; issuing of Activity Benefits and Transit stickers; Student Center/Lounge/Computer Lab.

4. Utilizing student leaders to attend campus committees to ensure student representation in the governing process.

5. Recognizing the need to have approachable and positive staffing in the Student Activities and Affairs office, has been a tremendous asset in serving students and the community.

What improvements are needed?: 1. Determine the best practices of student engagement at all three District campuses.

2. Student Engagement

- Rebuild campus clubs with advisors and officers.

- Partner with Student Services departments to promote their services.

- Highlight extra-curricular on the Visalia campus such as sports and performing arts.

- As the department that is tasked with student engagement, the front of the SAA presents an unwelcoming front. The main door to SAA looks like a "staff only" entrance that repels rather than invites students. The SAA office is in need of a major facelift, inside and out. To create the necessary welcoming environment, the front of Giant Forest needs the following:

- *a complete re-landscape (low moisture recommended) with a sitting area on both sides of SAA entrance.

- *blue paint above and both sides of the entrance with "Student Activities & Affairs" in 6" block letters above the entrance

- *repaint the office with updated blue trim on counters, doors and windows

- *sign at SE corner of Giant Forest with SAA/Health Center/Bookstore

4. Student Senate

- Build quality curriculum for IS 210 and IS 211.

- Student representation at campus committees.

- Increase voter turn out for Spring Elections.

5. Services - ID cards, activity benefits and transit stickers.

- Implement process to pay fees online.

- Implement system to evaluate student flow in office.

- Enhance our promotions to encourage students to receive the benefits of paying the Activity Benefits Fee.

Describe any external opportunities or challenges.: 1. It has been requested to provide activities, club involvement, leadership opportunities, and student representation at all three campuses. Therefore, there is a need to assess the needs of each campus and how to meet those needs.

2. Students' time is restricted due to many obligations in addition to their academics (employment and personal/family obligations). Also, COS is a commuter college especially the TCC and HAC.

3. Attracting qualified student leaders to take an active role in Student Senate.

4. Determining the desire of the current student population with regards to the type of benefits they wish to receive with the ABF sticker.

5. Continue to work with the Transit Center to ensure stickers are available by the first week of the semester.

6. We will be processing ID cards and issuing the Activity Benefits stickers and Transit stickers to students during Giant Days, which is hosted each year at the beginning of August or the end of July.

Overall SAO Achievement: Due to COVID-19, we were unable to meet one of our SAOs relating to student ID cards and stickers

for 2020/21.

Changes Based on SAO Achievement: Continue to strive to advertise events and promotions to the student population such as texting and emails (utilizing ReGroup). Increasing social media such as videos, website, Facebook, and Instagram. Work closely with the Marketing Director. Continue to keep the Student Activities and Affairs webpage up to date.

Outcome cycle evaluation: Data collection relating to student engagement. We continue to track services to obtain data for our area manually through participant rosters and sign-up sheets. A long-term goal is to have a tag system in Banner for identifying students involved in programs, clubs, co-curricular activities, and Student Senate. (ie: Campus Newspaper, athletic teams, music, EOPS, etc.) This tag would allow us to collect data on engaged students.

Action: Enhance Equitable Student Engagement

A full-time Student Activities and Affairs Specialist. The Specialist will focus on overall activities offered to current students at all three campuses and their respective communities. The Specialist will be able to offer Leadership Workshops to enhance leadership opportunities within campus life.

Leave Blank:

Implementation Timeline: 2019 - 2020, 2020 - 2021, 2021 - 2022

Leave Blank:

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Identify related course/program outcomes:

Person(s) Responsible (Name and Position): Director and Student Activities and Affairs

Rationale (With supporting data): Currently we do not have the staffing to accommodate hosting a variety of activities and events at all sites as a District. Therefore, this limits the level of student engagement District wide. Therefore, this limits the level of student engagement District wide.

Priority: Medium

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2021-2022

09/15/2021

Status: Continue Action Next Year

Additional staffing will be needed to accommodate district support at all three campuses.

Impact on District Objectives/Unit Outcomes (Not Required):

Update Year: 2020 - 2021

10/12/2020

Status: Continue Action Next Year

Additional staffing will be needed to accommodate district support at all three campuses once students return to campus.

Impact on District Objectives/Unit Outcomes (Not Required):

Resources Description

Personnel - Classified/Confidential - A full-time Student Activities and Affairs Specialist. The Specialist will plan and coordinate activities offered to current students at all three campuses and their respective communities. (Active)

Why is this resource required for this action?: To be able to provide adequate staffing and events at all three campuses. The Specialists 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 appropriate staffing available to be able to accomplish our goals. The Specialist would provide support in offering a variety of campus events to promote campus engagement and more importantly reaching out to engage students, the community, and offer equity throughout the respected centers. This position supports the college strategic plan to promote the intellectual, cultural, and social development of all students through a high quality student life program. The end result, activities, leadership, and student engagement opportunities would be available at all three District campuses. Research continues to support when students are engaged they do better academically and retention is increased.

Notes (optional): 30-2 Range

Program Review - Student Activities & Affairs

40 hour a week

12 month position

Cost of Request (Nothing will be funded over the amount listed.): 78652.19

Link Actions to District Objectives

District Objectives: 2018-2021

District Objective 2.1 - Increase the percentage of students who earn an associate degree or certificate (CTE and Non-CTE) by 5 percentage points over three years

District Objective 2.2 - Increase the number of students who transfer to a four-year institution by 10 percent over three years

District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

District Objective 4.3 - College of the Sequoias Board of Trustees, administration, faculty, and staff will engage in best practices and staff development to sustain effective operational systems for institutional assessment and continuous improvement.

District Objectives: 2021-2025

District Objective 1.1 - The District will increase FTES 2% from 2021 to 2025.

District Objective 2.1 - Increase the number of students who earn an associate degree or certificate (CTE and non-CTE) by 5% from 2021-2025.

District Objective 4.2 - Improve communication practices needed to support organizational effectiveness and continuous improvement across all District units and constituents from 2021-2025.

District Objective 4.3 - Improve professional development practices District-wide for all District employees to support equity and operational effectiveness from 2021-2025.

Action: Staff Support to accommodate ID Card Processing, Activity Benefit Stickers and Transit Stickers

We want to provide excellent customer service with ID Cards, Activity Benefit Stickers, and Transit Stickers. The data collected by our CI Verify (in house data collection) indicates approximately a 40% increase within the past few years. Our data supports the need and request for additional staffing to be able to accommodate this growth. The increased demand to process ID cards, Activity benefits stickers and transit stickers continues to increase each year. It is imperative that the District recognizes the need to provide appropriate staffing to serve our students. Currently, we are managing the increased demand for transit stickers and ID cards by utilizing student workers. Our department continues to grow and is definitely impacted by the transit sticker. Providing an additional staff member to process ID's and stickers would be a tremendous benefit to our office production and the service we provide to our students. Our data collection reflects we have increased processing of ID cards and transit stickers by approximately 40% since the transit pass was implemented.

Leave Blank:

Implementation Timeline: 2019 - 2020, 2020 - 2021

Leave Blank:

Leave Blank:

Identify related course/program outcomes:

Person(s) Responsible (Name and Position): Director of Student Activities and Affairs

Rationale (With supporting data): Our tracking system has reflected a 40% increase of students we are serving related to ID cards, activity benefit and transit stickers. Additional staff would help support the growing demands. It is our desire that the District will recognize and support the need for additional staffing to accommodate the workload.

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Program Review - Student Activities & Affairs

Update on Action

Updates

Update Year: 2020 - 2021

10/12/2020

Status: Action Discontinued

Once students return to campus the need for appropriate staffing in our office is needed in order to accommodate the increased demand for services.

Impact on District Objectives/Unit Outcomes (Not Required):

Resources Description

Personnel - Classified/Confidential - A part-time Clerical Assistant to issue ID cards, Transit stickers and Activity Benefit stickers. To accommodate the approximately 40% data supported increase in this area. In addition, provide excellent and consistent customer service by being the first point of contact for all office visitors and phone calls. This will relieve the impact on the Director and the Senior Secretary which will allow all office staff to function more productively on a daily basis. With such a high volume and consistent high traffic area, the need for an additional clerical staff is crucial and imperative in continuing to run a productive and effective office. (Active)

Why is this resource required for this action?: We have tracked the number of students we serve in our office and our records reflect an approximate 40% increase. This has impacted our office tremendously. The flow of traffic for a variety of services has been on an increase and our tracking system confirms this increase. The data provides evidence of the high traffic area our department has been faced with due to success of the transit and benefits stickers.

Notes (optional): Range 22-2

26 hours a week

12 month position

Cost of Request (Nothing will be funded over the amount listed.): 50630.08

Link Actions to District Objectives

District Objectives: 2018-2021

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District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

District Objective 4.3 - College of the Sequoias Board of Trustees, administration, faculty, and staff will engage in best practices and staff development to sustain effective operational systems for institutional assessment and continuous improvement.

Action: Address Equity and Diversity within the student population

Support student leaders and club members to attend training relating to equity and diversity within the community college system. Ensure that a broad diversity of students are represented in the Student Senate executive board.

Leave Blank:

Implementation Timeline: 2020 - 2021, 2021 - 2022

Leave Blank:

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Identify related course/program outcomes: District Objective 2.1: Increase the percentage of students who earn an associate degree or certificate (CTE and non-CTE) by 5 percentage points over three years.

District Objective 2.2: Increase the number of students who transfer to four-year institutions by 10 percent over three years.

District Objective 4.3: Increase professional development opportunities for and participation of District employees in support of improving operational effectiveness.

Program Review - Student Activities & Affairs

Person(s) Responsible (Name and Position): Director, Student Activities and Affairs

Rationale (With supporting data):

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2021-2022

09/15/2021

Status: Continue Action Next Year

Students leaders attended one or more of the watch parties and equity summit hosted by the Equity, Diversity, and Action Committee.

Impact on District Objectives/Unit Outcomes (Not Required):

Resources Description

The District providing training and summits relating to equity and diversity issues. Working closely with the Equity, Diversity, and Action Committee. Work with Academic and Student Services to recruit a broad diversity of students to take an active role in leadership. (Active)

Why is this resource required for this action?:

Notes (optional):

Cost of Request (Nothing will be funded over the amount listed.):

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Action: Student Engagement - Giant Forest Remodel

As the department that is tasked with student engagement, the front of the SAA presents an unwelcoming front. The main door to SAA looks like a "staff only" entrance that repels rather than invites students. To create the necessary welcoming environment that promotes student engagement the SAA office is in need of a major remodel, inside and out.

Program Review - Student Activities & Affairs

Leave Blank:

Implementation Timeline: 2021 - 2022

Leave Blank:

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Identify related course/program outcomes:

Person(s) Responsible (Name and Position): Director, Student Activities and Affairs

Rationale (With supporting data):

Priority: High

Safety Issue: Yes

External Mandate: No

Safety/Mandate Explanation:

Resources Description

Facilities - To create the necessary welcoming environment, the front of Giant Forest needs the following:

- a complete re-landscape (low moisture recommended) with a sitting area on both sides of SAA entrance.
- blue paint above and both sides of the entrance with "Student Activities & Affairs" in 6" block letters above the entrance
- repaint the office with updated blue trim on counters, doors and windows
- sign at SE corner of Giant Forest with SAA/Health Center/Bookstore
- hot water in the sink for students and staff to properly wash hands (Active)

Why is this resource required for this action?:

Notes (optional):

Cost of Request (Nothing will be funded over the amount listed.):

Equipment - Non-Instructional - Decomposed granite - \$3012

Pavers - \$1197

Lg plants - \$1380

Sm plants - \$1080

Furniture - \$1260

Labor (prevailing wage) - \$9600

20% Contingency - \$3500

Total - \$21,029 (Active)

Why is this resource required for this action?:

Notes (optional):

Cost of Request (Nothing will be funded over the amount listed.): 21029

Link Actions to District Objectives

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Program Review - Student Activities & Affairs

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