Fullerton College
Strategic Initiative Section Report

Student Activities and Associated Students:

• Program Review Non-instructional Cycle F 2015 Student Activities and Associated Students

SI Section Templates: PR Section 1.0, PR Section 4.1 - 4.2, PR Section 4.3 - 4.6, PR Section 6.0 SAP w/o Resource Requests

Date: 05/16/2016

Sorted by: Program

Student Activities and Associated Students

PR Section 1.0

Program Review Non-instructional Cycle F 2015 Student Activities and Associated Students

1.0

Mission, Vision, Core Values and College Goals drive all college activities. The Program Review committee would like to understand the connection of your program to the Mission, Vision, Core Values and College Goals. Summarize how your program supports each area.

Mission:
In tandem with Fullerton College's mission to prepare students to be successful learners, the Student Affairs Office provides engaging "out of the classroom" leadership opportunities and practical learning experiences. Student Affairs provides "hands on" experience which complements students' educational, personal and professional goals, thus enhancing student success. Through a warm and welcoming atmosphere, Student Affairs offers meaningful opportunities for campus and community involvement, recognition of student achievement and a variety of specialized services that benefit the campus community. Additionally, Student Affairs is a major channel of college information and direction regarding procedures and events.

Vision:
In collaboration with the college's vision to create a community that promotes inquiry and intellectual curiosity, personal growth and a life-long appreciation for the power of learning, the Student Affairs Office serves as an umbrella and provides oversight for the Student Center, Associated Students (A.S.), Inter-Club Council (ICC), and the clubs/organizations which provide a variety of leadership opportunities, activities and services for the benefit of the student body. Hoping to serve as one of many catalysts for personal growth and life-long learning for all students, the Student Affairs Office encourages students to be actively involved and engaged on campus, providing rewarding events and programs such as the *Quadchella*, *Men and Women of Distinction* and *Commencement*.

Core Values:
The Student Affairs Office is standing at the cusp of change with the recent retirement of the former director, who was the leader of this department for over thirty years. Under new leadership, the staff will be sustaining the strengths that Student Affairs was widely known for, yet eagerly embracing the main core values of the college to lead us through this epic change in the following ways: (1) by understanding the college traditions which have set the foundation for Student Affairs, while at the same time, actively seeking innovation and new ideas to help rebuild our department to meet the needs of today's students and better serve

the diverse community at Fullerton College; (2) by supporting the involvement of every person on the Student Affairs team for decision making, so that each member will continue to cultivate professional and personal skills, while at the same time, managing through the adjustment into the next phase of the department's growth; (3) by empowering each individual on the Student Affairs team, knowing this strength as a group will only contribute to the betterment of the Fullerton College community as a whole; (4) and lastly, in conducting ourselves as unique individuals and as a united team, the Student Affairs Office will always display behavior in accordance with high ethical standards and personal integrity, thereby reflecting the high standards of Fullerton College employees. In adopting these core values into a holistic approach, each member of the Student Affairs team will reflect positivity and wholeness, contributing on a grander scale as change-makers for a better world.

College Goals:

Goal 1: Fullerton College will increase student success.	How Student Affairs will support the increase in student success:
	For students to succeed, they must be supported both academically and socially. Students who engage fully in the life of the college through student activities will thrive. Under the auspice and direction of the Student Affairs Office, the Associated Students (A.S.), Inter-Club Council (ICC) and the clubs/organizations sponsor a diverse array of leadership opportunities, activities and services for the benefit of the student body at Fullerton College and to enhance student success.
	Student Affairs also continues to provides special programs/events and mentoring through the student involvement in the *Men and Women of Distinction* nomination process, to apply for graduation and participate in the annual *Commencement* ceremony, which contributes to all of the stated objectives under this first goal.
	Interim Director will pilot and oversee a certificate program for student leaders to build their leadership skills through offering leadership workshops and retreats. Interim Director will chair committee for student leadership development, and will actively recruit any

Goal 2: Fullerton College will reduce the achievement gap.	classified staff, faculty, and/or administrators who may want to volunteer as workshop facilitators, and will partner with campus constituents that currently offer similar workshops. The workshops will take place in the fall and spring semester, with annual leadership retreats taking place before the academic year begins in the summer intersession. The workshops and leadership retreats will help students identify their leadership style and develop their leadership skills, addressing the needs of student leaders who may be underprepared "out of the classroom" and those who hold key positions in clubs, student government, or wish to grow personally and professionally. Key topics in the workshops would include: training on Robert's Rules of Order (parliamentary procedures for meetings), the Brown Act, communication styles, leadership styles, leading through change, diversity, ethics and personal integrity, planning successful events, etc. Students will be welcome to attend as many workshops as they would like to increase their college experience outside of the classroom. An activities/co-curricular transcript will be issued to students who complete a required amount of workshops. **How Student Affairs will support in helping the College reduce the achievement gap.**
Goal 3: Fullerton College will strengthen connections with the community.	In order to reduce the achievement gap, it is crucial that students who are involved in activities outside of the classroom are trained in cultural sensitivity to the diverse backgrounds of *all* students—specifically: (1) the needs of English language learners who are from immigrant families and speak another language in their homes other than English; (2) the needs of Hispanic students and African-American students; and (3) the needs of under-represented students. All of these students need social support, multicultural competency, student involvement and mentoring to

supplement the learning they are already receiving in their academic classes.

Student Affairs will streamline its efforts to implement ongoing opportunities for leadership development and diversity training to underprepared student leaders who are involved in Associated Students, Inter-Club Council and clubs/organizations. These redirected efforts will place a much needed foundation of training in place which will set our students up for success both in the classroom and out of the classroom.

How Student Affairs will strengthen connections with the community.

In the last program review for 2012-13, it was stated that Student Affairs partners with the FC Foundation and the FC Alumni Association to promote recruitment and strengthen connections with FC graduates of which was achieved through marketing materials, mailers and statements in the *Commencement* bulletin. Interim Director is proposing to hire a graduate intern (volunteer position) who will work closely with Student Affairs staff to rebuild the marketing strategies and processes in how we reach FC alumni.

Currently, the Student Affairs Office is successful in strengthening partnerships with the local community through our direct involvement and/or planning in main college events such as: *Teacher of the Year*, *Men & Women of Distinction*, and *Commencement* to name a few.

Student Affairs will rebuild our website and social media communications to stay at the forefront of what engages students today. Interim Director proposes to work with current staff and Bursar's Office to streamline the paperwork process for student clubs. The plan is to recreate the outdated website that has been in place for years, and provide online forms for students to fill out and submit through the

	website. This will give our students more flexible options to have paperwork readily available with fillable pdf forms. The Student Center has been underutilized and student leaders are seeking to reexamine what can be changed to connect better with the campus community and provide more engaging use of this center to bring more student traffic in, thus strengthening connections with the campus community and local community.

PR Section 4.1 - 4.2

Program Review Non-instructional Cycle F 2015 Student Activities and Associated Students

4.1 - 4.2

4.1 List your SAO/SLOs and complete the expandable table below.

	Service Area Outcomes (SAO) / Student Learning Outcomes (SLO)	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used For Improvement	Number of Cycles Completed
1. 2.	**Service Area Outcomes (SAO)** Develop electronic alternatives for standard processes and procedures, such as a revised website for Student Affairs Office. Assessment surveys will	June 30, 2016 June 30, 2016	Assessment data to be collected during the 2016-17 academic year. Assessment data will be collected for one full academic year cycle for 2016-17.	N/A N/A	N/A N/A

	be sent to students to assess the efficiency and effectiveness of the new website. Develop and implement new policies and procedures which will help permanent staff and student hourly staff be more knowledgeab le about revised and current District, campus, and department processes.				
1. 2.	**Student Learning Outcomes (SLO)** Students who are involved on campus as part of the Associated Students (A. S.) Executive Council, Student Trustee and Inter-Club Council (ICC) Board will demonstrate effective, responsible	June 30, 2016 June 30, 2016	Assessment data will be collected for spring semester 2016 and one full academic year cycle for 2016-17.	N/A	N/A

	and active student leadership. Assessment surveys will be given to student body at the end of each semester. Student leaders who are senators with Associated Students, club officers for clubs/organizations, and ICC representatives serving on Inter-Club Council will learn leadership skills by participating in formal leadership training and student leadership retreats. Student Learning Outcomes for the upcoming academic year 2016-17 will be set during the student leadership retreat before the year begins.				

4.2 Assessment: Complete the expandable table below.

Service Area Outcomes Assessment for the Student Services Division of Fullerton College			
Intended Outcomes	**Means of Assessment & Criteria for Success**	**Summary of Data Collected**	**Use of Results**
1. Redesign website for Student Affairs Office with new name (if approved) and link under "Student Services" main tab on main college website. Link Associated Students, ICC, and Student Center information to this main site; upload all student forms and FC Days discount tickets to website, including social media (Facebook, Twitter, Instagram) and events calendar.	Assessment survey will be developed that will be applicable to all A. S., ICC, and Student Affairs events and available on website. Separate website evaluation will be issued to student body and campus community beginning the academic year 2016-17	Data will be collected for the one full year cycle of 2016-17. Assessment surveys will be issued to students at the completion of each main event.	Director of Student Activities will continue to manage website and adjust content material as necessary.
2. New procedures will be developed for the permanent and hourly staff of Student Affairs. By participating in trainings and/or meetings and supporting the new policies and	Assessment surveys will be given to all employees to assess the changes beginning the academic year 2016-17.	Data will be collected for the one full year cycle of 2016-17.	Director of Student Activities will continue to manage this process and adjust methods to achieve success.

procedures for Student Affairs, staff will have the basic tools and shared knowledge needed for operating effectively and efficiently. The following will be implemented for 2015-16: (a) New policies/procedures for recruiting, hiring and training of student hourly staff. (b) A policies and procedures manual will be written for student hourly staff. (c) Team meetings will be implemented for the professional staff once per month, followed by 2-3 staff meetings per semester for hourly student staff at Student Affairs, Associated Students, and the Student Center. (d) Student Affairs permanent staff will participate in a one-day professional retreat to plan and set goals for the upcoming academic year.	Employee data should be written on a regular basis by permanent staff regarding student hourly for job performance and given student evaluations to help improve work performance and provide a fair avenue to solicit feedback regarding their concerns, goals, and any other issues they may want to address. Director to oversee this process.		

***Student Learning Outcomes* Assessment for the Student Services Division of Fullerton College**

Intended Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results

1. Assessment on student leadership responsibility and effectiveness will be received for Spring 2016 semester. Results will be reviewed at the student leadership retreat before Fall 2016 semester begins and new student learning outcomes will be determined for the 2016-17 year.	Director will meet regularly with A.S. Executive Council, Student Trustee and ICC Board to review results and ensure that future goals are being met.	One full cycle of assessment results will determine if student leaders were able to achieve their desired objectives.	Results will be shared with A.S. Senate and Inter-Club Council.
2. At the end of each leadership workshop and retreat offered, students who participated will be given an assessment survey to provide feedback for us to measure the effectiveness of training programs and will be given a co-curricular/activities transcript verified by the Student Affairs Office.	Director will review the first academic year of providing student leadership workshops and the assessment results and determine whether we can grow in this area and involve possible campus volunteers to help facilitate workshops.	One full year cycle needed of assessment results for 2016-17 to determine the value of the implemented training and workshops for this student learning outcome.	Results will be useful to determine whether the student leadership training is effective for student leaders and the influence this has on the success of their programs and events.

PR Section 4.3 - 4.6

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4.3 - 4.6

4.3 How has assessment of program SAOs led to improvements <u>in services</u> provided to students by this program?

*This will be the first time the above revised SAOs will be implemented for the Student Affairs Office.

4.4 How has assessment of SLOs led to improvements <u>in student learning and achievement</u>?

A new assessment survey will be created and issued for Spring 2016. These results will be reviewed at the student leadership retreat in summer 2016, from which new student learning outcome goals will be set. Once we go through a full year cycle of collecting assessment to measure the SLOs, we will be able to determine whether improvements were made in student learning and achievement, specifically in relation to leadership development.

4.5 What challenges remain to make your program SAOs/SLOs more effective?

We are challenged to begin an entirely new process of collecting assessment and data to measure whether our SAOs and SLOs are effective. The goal is to provide a consistent foundation from which this data comes from and to continue issuing the same assessment tools every semester thereafter.

4.6 Describe how the program's SAOs/SLOs are linked to the college's goals.
(*See http://programreview.fullcoll.edu/*)

<u>SAO 1 – Implement new website for the Student Affairs Office</u>

   • This will help increase student success by addressing the needs of all under-prepared students who come to FC and wish to be involved in student activities.
   • Having a current and up-to-date website will strengthen connections with the community through college events, community service, and other partnerships.

<u>SAO 2 – Implement new policies and procedures, staff training and meetings for the Student Affairs Office</u>

   • Providing a fair and equitable way in which students are recruited for hourly student positions through a job application, interview process and selection will help the college meet the goal of reducing the achievement gap and increase student success. The college goals will be further met by providing detailed training and consistent communication between employees through monthly meetings and student staff meetings during the semester.
   • Through planning ahead before the next academic year begins, we will meet the third college goal through this SAO by strengthening connections with the community and increasing student engagement.

<u>SLO 1 – Assessment on student leadership effectiveness and responsibilities of student government leaders</u>

   • The ability to provide detailed assessment and hold student government leaders accountable for their leadership effectiveness and responsibilities will help meet all goals of

the college: increasing student success, reducing the achievement gap, and strengthening connections with the community.

SLO 2 – Implement student leadership workshops, training and retreats for students who wish to build a co-curricular/activities transcript.

• Providing ongoing training and workshops on communication, diversity, leadership and parliamentary procedures (among a few) will give students a solid foundation on which they can lead their clubs and organizations or other campus or community activities they are involved in. This is turn, will lead to increasing student success and strengthening connections with the community.

4.7 Describe how the program's SAOs/SLOs support the achievement of the institution level SLOs.

All of the above listed SAOs and SLOs will support the following institution level SLOs by encouraging communication and the ability to read, write, listen and speak through the in-depth training and workshops that will be provided, for the overhaul and change of policies and procedures to help set students up for success and give them the tools for competency. Lastly, the implementation of much needed planning retreats, training, and student leadership workshops will empower students and staff to take personal responsibility of their personal and professional development. The main goal is to rebuild the foundation of the Student Affairs Office and give the students and staff a holistic model of which to be self-aware, to practice self-care and wellness, and to continue learning important workplace skills that will help each individual be successful outside of this environment.

4.8 A. What methods are used to assess the program's success in serving the student population that interacts with your program?

The surveys that were given in the past years as referenced to in the 2012-13 Program Review are insufficient and inconsistent. Interim Director proposes is to start over again and begin building credible assessment data beginning this academic year 2016-17.

B. What do the results of the above methods of assessment indicate about the effectiveness of the program?

N/A

C. How were the assessment results used to make improvements to services provided by this program? Please provide examples.

N/A

PR Section 6.0 SAP w/o Resource Requests

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Action Plans

SAPs for this three-year cycle:

STRATEGIC ACTION PLAN # 1	
Strategic Action Plan Name: (formerly called short-term goal)	Student Center Redesign of staff and space to meet the diverse needs of the campus community at Fullerton College.
List College goal/objective the plan meets:	College Goal #1: Fullerton College will strengthen connections with the community. Objective #5: Increase engagement of the college with the community through college events, community service, and other partnerships.
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	This goal would be contingent upon funding for the following: 1. Hire a full-time Student Services Specialist to manage the Student Center services and operations. 2. Survey or poll the student population on what changes they would like to see or services offered at the Student Center 3. Address the needs of students, clubs, and organizations and provide additional study and lounging space for students outside of the classroom. 4. Obtain quotes and request for proposals for new vendors if students wish to continue with video games and billiard tables. 5. Identify funds to pay for remodel or renovation of the Student Center 6. Form a committee which will be chaired by the Director to oversee the renovations and redesign of the Student Center *Suggested timeframe would be one full academic year, with research and planning beginning Spring 2016 and completion by June 30, 2017.
What *Measurable Outcome* is anticipated for this SAP?	• Increase use of Student Center from general students and campus clubs/organizations • Increased revenues from new video game vendor and contract • Increased revenues from billiard table usage fees (will charge use of billiard tables per hour) • Increased revenues from campus I.D. sales and A.S. benefits sticker
What specific aspects of this SAP can be accomplished without additional financial resources?	• Administrative Assistant I can assist Director to oversee this area temporarily and supervise student hourly staff • Implement a Student Center Facilities Reservation policy, procedure and form for clubs to reserve the facility for club meetings and/or events

	• Payment of A.S. benefit stickers and campus I.D. cards can be taken at the Student Center and moved out of the Student Affairs Office. • Minor renovations and redesign can take place by moving furniture and television. • Current video game contract has been cancelled and video games and 2 billiard tables are scheduled to be moved out before end of December 2015.

STRATEGIC ACTION PLAN # 2

Strategic Action Plan Name: (formerly called short-term goal)	Redesign Student Affairs website and create updated social media accounts to keep information current and communicate effectively and efficiently with FC students.
List College goal/objective the plan meets:	College Goal #3: Fullerton College will strengthen connections with the community. Objective #1: Increase engagement of the college with the community through college events, community service, and other partnerships.
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	• Interim Director will work with Campus Communications Office to redesign website on WordPress and link Associated Students website to Student Affairs. • Interim Director will work with Student Affairs staff to upload any student forms that clubs/organizations utilize • New website will be found under "Student Services" tab as new office name of either *Student Activities.*
What *Measurable Outcome* is anticipated for this SAP?	• Student Affairs Office will be able to assess the use of the website by attaching an e-survey and having this website be the "gateway" to all services, questions, and inquiries for student activities. • Entire campus community, current students, prospective students and the public will have access to this new, redesigned website. • Interim Director will provide training to Administrative Assistant I and student hourly staff to help manage website and social media accounts.
What specific aspects of this SAP can be accomplished without additional financial resources?	• Entire website redesign will not incur additional financial resources.

STRATEGIC ACTION PLAN # 3	
Strategic Action Plan Name: (formerly called short-term goal)	Change the official name of Student Affairs to "Office of Student Activities"
List College goal/objective the plan meets:	College Goal #3: Fullerton College will strengthen connections with the community. Objective #1: Increase engagement of the college with the community through college events, community service, and other partnerships.
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	• Interim Director is proposing an official change to the office name of "Student Affairs" as the term, Student Affairs is akin to Student Services and usually refers to a division of services and support for students. Currently, this office is under the Division of Student Services at Fullerton College. The name *Student Activities* seems to better identify the specialized services we offer for students on campus. • May need to conduct research and survey the campus community. • Recommendation needs approval from Dean of Student Support Services, Vice President of Student Services and President of Fullerton College. • Official process must be identified if this were to be implemented, such as Board approval. • If approved, all literature, envelopes, business cards, stationary, and brochures will need to be changed.
What *Measurable Outcome* is anticipated for this SAP?	• Students will be directed to the correct office and have a direct understanding of the services and programs the office offers. • FC administration, faculty, and staff will have a better understanding of the services and programs offered by this office/department.
What specific aspects of this SAP can be accomplished without additional financial resources?	• All of the above, provided that the correct procedures are taken to implement the new name of the office.