Palomar College – Program Review and Planning
Non-Instructional Student Services Programs

Purpose of Institutional Review:

The institution assesses progress toward achieving stated goals and makes decisions regarding the improvement of institutional effectiveness in an on-going and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data (ACCJC/WASC, Standard I, B.3.) Qualitative

__Office of Student Affairs (OSA)_____   _____

Department/Discipline Reviewed   **2010-12**

1.   Assessment and Evaluation Data

	2007-08	2008-09	2009-10	Definitions
Contacts	No data	1000's	1000's	Total # of contacts between the OSA and students, faculty, and/or administration
Student Contacts	unknown	1000's	1000's	Total # of contacts between the OSA and students
Student Conferences	unknown	100's	100's	Total # of conferences between the OSA and students regarding either COC or Grievances
Code of Conduct Conferences	unknown	100's	100's	Conferences concerning student code of conduct ("COC") matters
Clery Act Cases	unknown	unknown	6	Clery Act confidential cases reported to Campus Police (2009 calendar year)
Grievance Conferences	Approx. 7	10	20	Conferences concerning Grievance matters
Appeals Hearings	1	3	0	Student COC Appeals Hearings
Suspensions	1	9	4	Student COC Suspensions
Student Meetings	unknown	1000's	1000's	Meetings occurring between the OSA and students on miscellaneous matters
Faculty Conferences	20	33	62	Conferences between the OSA and faculty regarding COC or Grievance matters
Administrative Conferences	20	25	33	Conferences between the OSA and administration
ASG Meetings	67	75	85	Total # of Associated Student Government ("ASG") meetings attended by an OSA representative
ICC	37	38	43	Total # of Inter Club Council ("ICC") groups on campus
ICC Meetings	14	16	24	Total # of ICC meetings attended by an OSA representative
Student Activities/Events	30	40	50	Total # of Activities or Events held by the OSA
Student Activity Participants	unknown	unknown	unknown	Total # of students attending OSA activities or events
Outside Meetings	40	45	55	Meetings between OSA representatives and off-campus representatives
Computer Center/Lab SU-28	maximum	maximum	maximum	Total # of students using the computer lab
Student Activities Office SU-202 (formerly the Comet Center)	9000	10,200	11,429	Total # of students purchasing Student Activity Cards (formally called Palomar Identification Cards – PIC)
Diversity Center SU-204	NA	Est 400	Est 700	Total # of students utilizing the Diversity Center (opened September 2008)
Club Hub SU-19	NA	NA	NA	Opened September 27, 2010
Food Bank SU-21A	NA	NA	NA	Opened September 27, 2010 (returned to OSA from EOP&S summer 2010)
ASG Executive Office SU-102	NA	NA	Est 340	ASG President and Vice President usage – student constituent work
ASG Senator Office SU-104	NA	NA	Est 850	ASG Senator's office usage – student constituent work, events, and office hours
Club Activity and Storage SU-18	NA	NA	NA	Opened October 2010
OSA Miscellaneous Services	1000's	1000's	1000's	Total # of students utilizing OSA miscellaneous services (copies, faxes, scantrons, etc…) Sprinter and Bus pass services were moved to cashiers office spring 2010
Commencement Organization	55	65	80	Total # of hours invested by OSA representatives on behalf of commencement organization
Commencement Attendees	323	343	380	Total # of students taking part in commencement to receive recognition (walking)

Number of FT Staff	3 (SAC 3/08 resignation)	2	3*	Number of Full-time staff available to serve students. *Hired Lindsay Koch – Student Activities Coordinator March 2010.
Number of Part-time Staff	0	1	0	Number of Part-time staff available to serve students
Number of Student Workers	12	8	10	Number of student workers available to serve students

2. **Reflect upon and analyze the above 3-year trend data. Briefly discuss overall observations and any areas of concern or noteworthy trends.**

In previous years, the Office of Student Affairs (OSA) was not actively involved in data collection. The OSA initiated partial data collection in the spring of 2008. The OSA will develop the tracking data points with the assistance of Information Services department. Efforts will be made to develop efficient tracking methods and accurate total counts in several specific categories related to specific areas of operation. One concern is that the procedure may take a few years to collect the data necessary for assessment and evaluation. This has been a goal of the OSA over the last 3 years but this is a starting point and there may be several changes, additions, and deletions while initiating and implementing the new system. As we expand our services to students and staff, our data collection challenges change.

It is a basic observation that as we inform students of the many benefits we offer, we have more students taking advantage of our services. Our active club participation has increased. Our student discipline meetings have increased as our enrollment increases, as well as the major changes in the economy which may impact student, staff, and faculty stress/anxiety levels. Our computer lab is operating at maximum capacity and it may be a reflection of the enrollment numbers, free printing privileges with a Student Activity Card, and access.

Students have been requesting and are in desperate need of student space outside academic classroom space. Research states that retention rates will increase if student have space to socialize, engage with other students and actually become connected to the institution. There is great need for additional non-instructional student space.

3. **Reflecting on the 3-year trend data, describe/discuss department/discipline planning related to the following:**

PLAN – 2010-12	Assessment/Outcome – 2010-12
a. **Programs changes/improvements (consider changes due to Growth in FTES and Headcount, CSU/UC transfer language updates, articulation, workforce and labor market projections, certificate or degree completions, etc.)** We continue to see an increase in the number of students we serve. Our support services for students have been enhanced to include items that will actually assist students with their educational pursuits. Our primary program changes will be as creative and innovative as possible, which will allow us to serve all students, and attempt to meet their needs. There has been an emphasis on extra curricular activities that will compliment academic achievement. Students will have opportunities to participate in volunteer activities, leadership workshops, and aspects of service learning projects outside the classroom.	

b. Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.)

The OSA has already initiated events that serve night students. Satellite campuses need to be served and the OSA will continue to add events to those sites. We anticipate that services will be necessary and extremely valuable at the Escondido Center, North Center and the South Center, without reducing services available on the main campus.

The OSA has doubled our student activities and events available for students to participate in during the regular school year. Students appear to enjoy the wide variety of events and opportunities available to them. Participate rates have increased and leadership opportunities have become important for student looking to transfer.

Club space is vital to our success. Resources to provide dedicated physical space and access are a major concern as we develop more opportunities for students. Student groups have expressed interest in student and staff support groups and student mentoring opportunities for students of diverse backgrounds.

4. To implement the planning described in question #3, discuss/identify the necessary resources requested to successfully implement:

PLAN 2010-12	Assessment/Outcome – 2010-12
a. Equipment/Technology - block grant funds, VTEA, other resources, etc.	
The OSA continues to partner with different departments on campus. Healthy relationships continue to develop with off campus groups as well. The OSA understands the benefits of collaborative efforts and the rewards for students. Efforts will continue to pursue and develop partnerships with on campus and off campus parties.	
The OSA offers one student computer lab. The computers, software, and printers will need to be replaced on a regular cycle. As more student space becomes available, providing more computers is a valuable service we would like to be able to provide for our students.	
The Student Activities Office also provides student activity cards. Computers, card printers, digital cameras must be updated on a regular basic. Plans include student space at Educational Centers and computers, printers, and software will need to be added to the new spaces once they become operational.	

The ASG offices and the Club Hub need updated computers, software, and printers on a regular cycle. Academic Advisement is an important PeopleSoft module that needs to be implemented to assist our students. The Student Union is scheduled for an acoustical upgrade fall 2010. Flat screen TV's, receivers, outdoor speakers, and data lines are part of the technology upgrades. Technology needs will be necessary to complete the process and future upgrades will be implemented as technology advances.	
b. Budget - budget development process, one-time funds, grants, etc. The OSA has added more activities/events and will need budget increases to continue with those new activities. Students deserve services at the Escondido Center, North Center, and South Center. As we open the North and South Centers, we will need to ensure students are afforded non-instructional activities and opportunities. The OSA is also looking at expanding partnerships in an effort to increase funding sources. This combined with other student service programs will provide a variety of services and activities for all students. Commencement participation continues to grow and district funding should cover the expenses for the most important event we host for our eligible students. The current Commencement budget district allocation does not cover the entire cost of the ceremony and student activities money is used to offset the difference. Commencement contingency plans include large rental tents/canopies for the outside ceremony, depending on weather conditions. The Commencement budget does not include the cost for the possibility of tent/canopies rentals.	
c. Facilities - scheduled maintenance needs, additional space/offices due to growth, remodeling, etc. Designating space for student union areas in Escondido Center, North Center, and South Center will assist facilitation of student services for students that do not attend classes on the main campus. The ASG Executive's and the Senator's have outgrown their very small office spaces. Plans must include space to accommodate the real possibilities of 16 ASG members each year. The ASG, through the IPC, FRC, and the Education and Facility Master Plan 2022 Task Force, is committed to space allocation for students and clubs – not to be designated as instructional space.	

d. Faculty position(s) - faculty priority process and projected full-time needs for 1-3 years above the Counselor formula N/A	
e. Staff position (s) - changes staffing needs due to program growth, new technology, etc. At this time (fall 2010), the OSA has adequate staffing needs. As non-instructional space develops for our students, there will be staffing needs. Also, as the OSA continues to enhance offerings, staffing needs will increase. Future staffing projections include an OSA staff assistant, a student activities assistant, and support staff for the ASG. There will be a need for a person to assist at each Educational Center and with night and evening events. The OSA handles all disciplinary cases and enforces the Code of Conduct policy. As the number of incidents increases, there will be a real possibility that an additional staff member will be necessary to meet the demand and assist with the workload.	
f. Other It will be extremely difficult to run the Office of Student Affairs, Student Activities Office, and the computer lab without student workers. As our enrollment increases and the demands for services and activities increase, our need for more student workers will increase. As we add more events and much needed student space, we will have an increased demand for student workers.	

5. Discuss one department/discipline goal linked to Palomar's Strategic Plan 2013 and how it will support the success of students.

Objective 2.3: Implement the GRAD (Goal, Responsibility, Attitude, Determination) campaign which encourages students to take responsibility for achieving their educational goals.

The OSA supports the ASG and Faculty Senate with implementation of the GRAD goal. The OSA works very closely with the ASG, ICC, and EAP. The OSA provides services and resources to assist with student responsibility and understands the value of the GRAD campaign. It clearly aligns with our mission to do

as much as we possibly can to support students and services that will assist students in their efforts to be successful at Palomar College. The GRAD campaign may also prove to be beneficial in reducing the number of student Code of Conduct violations the OSA deals with each year.

6. Student Learning Outcome progress:
    a.   Describe a learning outcome (service area outcome) at the program level and the assessment method used to measure student learning of that outcome.

Leadership Development: Students will have an opportunity to participate in non-instructional student events and activities that will enhance leadership development.

Leadership events and programs will be provided for student to attend and collect valuable information regarding leadership development.
Assessment: 25% of active club leaders, student leaders, and ASG executives and senators will participate in the events available for them to attend.

    b.   Describe a learning area outcome that is difficult to assess.

Student participation numbers in large campus wide OSA non-instructional activities and events.

We can accurately assess the number of students that purchase a Student Activity Card for free services. There are many students that purchase the card but do not take advantage of the free items and services provided. We would like to find a way to reach a larger percentage of all enrolled students.

Participation rates at the large events are very difficult to assess.

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7. Describe a department accomplishment that you would like to share with the college community.

The OSA is extremely proud to have participated in Haiti Relief Efforts. The OSA successfully collected and donated over 1500 pairs of shoes for the Soles 4 Souls Haiti Relief Effort. It was an amazing and inspiring event and demonstrated our commitment to compassion and global issues. Many people, including many students, were moved by our efforts and supported the cause in an overwhelming manner.

As important, the OSA is extremely proud to provide support for the LGBTQA student organization on campus. The OSA also actively participates with and supports the PC3H committee. By combing efforts, the LGBTQA students and staff are making great strides and securing a feeling of safety and support on campus. This is a vital component to the overall well being of our campus climate.

8. Are there other resources (including data) that you need to complete your department/discipline review and planning?

Previously, the OSA not actively involved in data collection. The OSA has since identified data elements to be assessed and has initiated data collection. This will assist in the preparation of data assessment, collection, and evaluation for future departmental review and planning.

Fiscal services can assist with total numbers of Student Activity cards purchased each year. Fiscal services have been helpful and we will continue to work together to compute data accurately. Information Services has been extremely helpful and continues to assist the OSA on a regular basis.

As students become more engaged, we may need assistance from Research and Planning to compile the data students are requesting in efforts to help other student be successful.

For programs with an external accreditation/program review, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.

Currently participating in the accreditation process.

9. Other comments, recommendations

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Please identify faculty and staff who participated in the development of this plan:

Sherry M. Titus – Director of Student Affairs
Marilyn Lunde – Staff Assistant
Lindsay Koch – Student Activities Coordinator

Name/signature   **Date**