

# Palomar College – Institutional 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

2007-08

**1. Assessment and Evaluation Data**

	2005-06	2006-07	2007-08	Definitions
<b>Contacts</b>	No data	No data	unknown	Total # of contacts between the OSA and students, faculty, and/or administration
<b>Student Contacts</b>			unknown	Total # of contacts between the OSA and students
<b>Student Conferences</b>			unknown	Total # of conferences between the OSA and students regarding either COC or Grievances
<b>Code of Conduct Conferences</b>			unknown	Conferences concerning student code of conduct ("COC") matters
<b>Grievance Conferences</b>			Approx.7	Conferences concerning Grievance matters
<b>Student Meetings</b>			unknown	Meetings occurring between the OSA and students on miscellaneous matters
<b>Faculty Conferences</b>			20	Conferences between the OSA and faculty regarding COC or Grievance matters
<b>Administrative Conferences</b>			20	Conferences between the OSA and administration
<b>ASG Meetings</b>			67	Total # of Associated Student Government ("ASG") meetings attended by an OSA representative
<b>ICC</b>			37	Total # of Inter Club Council ("ICC") groups on campus
<b>ICC Meetings</b>			14	Total # of ICC meetings attended by an OSA representative
<b>Student Activities/Events</b>			30	Total # of Activities or Events held by the OSA
<b>Student Activity Participants</b>			unknown	Total # of students attending OSA activities or events
<b>Outside Meetings</b>			40	Meetings between OSA representatives and off-campus representatives
<b>Computer Center</b>			maximum	Total # of students using the computer lab
<b>Student Activities Office (formerly the Comet Center)</b>			9000	Total # of students purchasing Palomar Identification Cards ("PIC")
<b>Diversity Center</b>			NA	Total # of students utilizing the Diversity Center (opened September 2008)
<b>OSA Miscellaneous Services</b>			1000's	Total # of students utilizing OSA miscellaneous services (bus passes, scantrons, etc...)
<b>Commencement Organization</b>			55	Total # of hours invested by OSA representatives on behalf of commencement organization
<b>Commencement Attendees</b>			343	Total # of students taking part in commencement to receive recognition
<b>Number of FT Staff</b>			3*	Number of Full-time staff available to serve students (*SAC Resignation March 2008)
<b>Number of Part-time Staff</b>			0	Number of Part-time staff available to serve students
<b>Number of Student Workers</b>			12	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 collect all data internally and in most cases manually, without the assistance of the Research and Planning office. Efforts will be made to develop efficient tracking methods and accurate total counts in all categories. One concern is that the procedure may take a few years to collect the data necessary for assessment and evaluation. This is a starting point and there may be several changes, additions, and deletions while initiating and implementing the new system.

The Office of Student Affairs has begun manual data collection and without past data it is difficult to establish patterns and trends. 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 as well as our ASG membership. 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. Students continue to buy sprinter and bus passes in record numbers possibly due to the changes in the economy. Our computer lab is operating at maximum capacity and it may be a reflection of the enrollment numbers, free printing privileges with a PIC card, and access.

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

PLAN – 2007-08	Assessment/Outcome – 2008-09
<p><b>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.)</b></p> <p>The OSA did not implement a plan in 2007-08. As a result, the OSA is unable to provide assessment in this area. Data collection has been initiated and will be utilized to prepare a plan for 2008-09.</p>	<p>Enrollment data suggests that there is a greater demand on our campus for educational services and support services. The Office of Student Affairs must prepare for the demands of increased enrollment and continue to find ways to serve students outside the classroom. Our area must continue to be creative and innovative in services provided.</p> <p>Commencement activities will, for the first time, include students that are transferring and students that receive Certificates of Achievement.</p>
<p><b>b. Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.)</b></p> <p>The OSA did not implement a plan in 2007-08. As a result, the OSA is unable to provide assessment in this area. Data collection has been initiated and will be utilized to prepare a plan for 2008-09.</p> <p>The OSA has already initiated events that serve night students and satellite campuses in an effort to meet the needs of night students.</p>	<p>Student Activities have doubled since 2007. We are currently serving night students on the main campus and the Escondido Center. We offer PIC services at satellite centers to meet the needs of our students that do not come to the main campus. Our active clubs continue to grow in numbers as well as individual club student participation. More students appear to be looking for a connection outside the classroom and we must prepare to meet their needs. There are many non-traditional students coming to Palomar that may have extensive experience that we can attempt to identify and maximize their knowledge to improve and/or update our methods and services.</p> <p>As the number and size of our student clubs increase we must find physical space that can be dedicated to student activities/club usage. Many clubs have expressed an interest in space that is available to students to converse, relax, and exchange ideas. Some groups have expressed interest in support groups and mentoring opportunities for students of diverse backgrounds.</p> <p>We surveyed students in April 2008 and found out that there was very little interest in participation in an Intramurals program. Also, most students are very happy with our activities and events being held on the main campus from 10:00am – 2:00pm.</p>

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

PLAN 2007-08	Assessment/Outcome – 2008-09
<p><b>a. Equipment/Technology - block grant funds, VTEA, other resources, etc.</b></p>	<p>The Office of Student Affairs (OSA) has been fortunate to partner with different groups on campus to provide funding for a variety of events and projects.</p>

<p>The OSA did not implement a plan in 2007-08. As a result, the OSA is unable to provide assessment in this area. Data collection has been initiated and will be utilized to identify additional resources the OSA will require for 2008-09.</p>	<p>Financial Aid has sponsored many student activities. The Faculty Senate and the Office of Student Affairs collaborated for a grant through Human Resources to fund our Mission 2B Clean and Green Campaign. We were awarded funds for posters, banners, and marketing materials. We have worked closely with the Foundation on a Phone Bank fundraising campaign for the college while offering student clubs funding opportunities for participation. The OSA is working businesses within the community to support functions and activities. The OSA has been working with the Foundation in an effort to secure Apple, Dell, and HP companies to offer funding for student activities and scholarships.</p>
<p><b>b. Budget - budget development process, one-time funds, grants, etc.</b></p> <p>The OSA has added more activities/events and will need budget increases to continue with those new activities.</p> <p>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.</p>	<p>As stated above, the OSA is actively pursuing partnerships and agreements to help fund activities and scholarship opportunities for students. Foundation grants proposals have been written for the Mission 2B Clean and Green @ Palomar Campaign and for Student Union Data Projectors. Follett has been very generous as a major contributor to our students.</p>
<p><b>c. Facilities - scheduled maintenance needs, additional space/offices due to growth, remodeling, etc.</b></p> <p>The OSA is currently working with Facilities to reconfigure SU-204 and SU-28 in order to make room for a new Student Diversity Center. Designating space for student union areas in all satellite centers (or possibly planned in the new centers), would assist facilitation of student services for students that do not attend classes on the main campus.</p>	<p>The Diversity Center opened in October 2008. We successfully relocated the computer lab from SU-204 into SU-28 (formerly the game room).</p> <p>We are currently reviewing the building plans for the old student union area to insure that student space is a priority in the new construction. 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. Discussion is ongoing with the North Educational Center (Fallbrook) and the possibility of a small student union space in the new facility.</p> <p>The ASG has outgrown its very small office space as well. Plans must include space to accommodate the real possibilities of 20-25 ASG members each year.</p>
<p><b>d. Faculty position(s) - faculty priority process and projected full-time needs for 1-3 years above the Counselor formula</b></p> <p>N/A</p>	<p>NA</p>
<p><b>e. Staff position (s) - changes staffing needs due to program growth, new technology, etc.</b></p> <p>At this time, there is insufficient data to reflect upon additional staffing needs.</p> <p>(There is a projected need for a staff person to assist with night events and Friday/Saturday intramurals).</p>	<p>Our greatest need is to fill the vacant full-time Student Activities Coordinator position. January 2009 we hired a part-time hourly person to help in the Student Activities office and serve as the Student Activities Coordinator – although the duties only include a small portion of the full-time position duties.</p>

**f. Other**

It would 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.

**5. Discuss one department/discipline goal linked to Palomar's Strategic Plan 2009 and how it will support the success of students.**

The OSA will promote Associated Student Government (ASG) awareness and participation in an effort to boost ASG membership. Increased ASG membership will enhance student representation on shared governance committees and foster shared responsibility of learning outcomes, service area outcomes, and student success.

We have successfully increased ASG awareness and participation. The ASG had 5 members in 2007 and currently we have all Executive and Senate seats filled (16 members) and several delegates (4) on board. Increased membership has given an active voice for all students on Shared Governance Committees since all committees now have student representation. Students foster shared responsibility of learning outcomes, service area outcomes, and student success. Students are successful, engaged, proposing resolutions, and seeking excellence for Palomar College.

**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.**

The OSA will increase the number of student activities provided and will demonstrate this increase by comparing previous years' events/activities. We have doubled the number of activities and events provided for students. We continue to add activities and innovative ideas to meet the needs and requests of our students outside the classroom.

---

**Students will develop skills to effectively plan, organize, and facilitate meetings as a student learning outcome.**

**The OSA will use assessment methods such as; tracking demonstrated skills, entrance and exit evaluations, and pre and post tests on meeting facilitation and processes.**

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

Student participation numbers in OSA activities and events. We can accurately assess the number of students that use their PIC card for free food services but there are many students that participate, but do not take advantage of the free items and services provided.

This is still very difficult to assess. We have more students coming in for information about the services we provide but we have no method for tracking actual participation and/or service utilization.

---

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

The OSA is currently working with Facilities to reconfigure SU-204 (computer lab) and SU-28 (video game room) in order to make room for a new Student Diversity Center. The Diversity Center will be located in SU-204 and the computer lab will be relocated to SU-28 and SU-28A. It will be completed prior to the 2008-09 school year. **This was completed in September 2008.**

The OSA is currently working on the Mission 2B Clean and Green Campaign for our students which is clearly a very timely event. We have many teams/clubs signed up to participate and we have embraced the value of living clean and green as well as thinking about our carbon footprint and sustainability issues. These issues are being addressed globally and we firmly believe that many of our students are willing to make a difference for their future.

We must acknowledge the first time event that occurred for selected leadership students on campus. In a very generous offer from Follett, our Campus Bookstore provider, students were seated at a table (paid for by Follett), at the Foundation Gala. Leadership students were grateful and it will be an experience they will not forget. This serves as a major accomplishment in regards to partnerships on campus that continue to promote our student success.

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

As stated above, prior to this IRP, the OSA was 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 PIC cards purchased each year. **Fiscal services has been helpful and we will continue to work together to compute data accurately.**

Efforts will be made to see if the SARS computer program can assist with data collection. Compiling data manually can be very time consuming and in many cases may not be as accurate as computer assessments.

**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.**

---

---

**9. Other comments, recommendations**

---

---

---

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

Sherry M. Titus – Director of Student Affairs

Marilyn Lunde – Staff Assistant

---

Name/signature

Date