

**STUDENT SERVICES DIVISION
Program Review Self-Study Form
2014-2015**

Program Title (Office/Department) *The Center for Student Life and Leadership Development*

Lead Contact Person *Misha Maggi*

Executive Summary

This year marked a very active year in getting all students engaged on campus. The AS passed a transportation initiative and our center has been able to provide half price rides for over 360 students in two months. The center has also taken the lead on the campus wide iCAN campaign with a photo series, video, and pledge fence—encouraging students to think about what they can do as a Canadian. We've shown growth in a year by year comparison; showing that students understand more about our services and clubs than before. With more advertising in the classroom and working with professors, we hope to build: the number of student IDs created each semester, the students actively engaged in clubs, and the amount of quality leadership workshops we hold on campus.

Program Context

1. Mission: How does your program align with the college's mission?
If your program has a mission statement, include it here.

Our mission at The Center for Student Life and Leadership Development is to create a learning environment outside of the classroom. We aim to do this by providing services, programs, and information that promote leadership development. We encourage students to participate in campus life through our clubs, student government, and volunteer opportunities. We also support student success in leadership roles and processes.

We do this by providing the following services: ASCC (Student Government) Clubs, Commencement, Clubhouse Rental, Educational Events, Free Speech, Game Room, Housing Assistance, Online Resources, Posting on Campus, Programming Board, Student ID Card and Discounts, Transportation Assistance, Vendors, Vending Commission Fund, and Participatory Governance.

2. Program Description
 - a. *Same as above.*
3. Community and Labor Needs: Describe how changes in community needs, employment needs, technology, licensing, or accreditation affect your program.
 - a. *We have seen a growing need for more students needing assistance with housing. We have made connections with local shelters and agencies like HIP Housing to*

better help students struggling to find affordable living situations. We have also been researching and helping to better equip students with spotting housing scams and how to apply for housing via online resources.

Looking Back 2013-14 (with Fall 2014)

4. Describe major accomplishments.
 - a. *The AS passed a transportation initiative and our center has been able to provide half price rides for over 360 students in two months. Because of the success of the program, we will continue to provide half price rides to and from campus to anyone with an updated Cañada ID.*
 - b. *The center has also taken the lead on the campus wide iCAN campaign with a photo series, video, and pledge fence—encouraging students to think about what they can do as a Cañadian. Over 350+ pledges have been made. 20 canvas prints of iCAN photos have been printed and are displayed in the administration building.*
 - c. *After the creation of an all-year events bookmark in the summer, 55% of all-campus survey respondents attended at least one ASCC event in Fall 2014 compared to Fall 2013 only 19.7% did.*
 - d. *We also pushed heavier for faculty/curriculum collaboration and partnered with both an English 100 class for Black History Month and Communications 180 to create curriculum with paralleled extracellular activities throughout our events calendar.*
 - e. *After a presentation to PBC and board approval, we have also been granted a full time assistant position to start in July.*
 - f. *Presented a workshop at the National The Democracy Commitment Conference and tok 1st and 2nd place for an involvement competition at the conference.*
 - g. *Presented at the statewide CCCSAA student leadership conference and was voted #1 workshop of the conference.*
 - h. *Went to our first NCSL Conference where students received special leadership certificates. We also garnered 1st place in the interaction contest.*
 - i. *This year also marked the first year our student group was able to meet an actual Senator and see the House of Representatives and Senate in action on the floor in Washington, D.C.*

5. Impact of Resource Allocations: Describe the impact to date that each new resource (staff, non-instructional assignment, equipment, facilities, research, funding) has had on your program/department/office and measures of student success or client satisfaction.
 - a. *Staff addition was Board of Trustees approved in February and will not start until July 1st.*

Current State of the Program 2014-15

6. State of the Program

- A. Describe the current state of the program (include strengths and challenges).

a. **Strengths**

i. ***With more advertising and campus outreach—we are increasing knowledge about our services. And within the past three years, the program has seen incredible growth.***

1. ***Housing Assistance Number of Student Utilizing the Center***

- a. ***2010-2011 = 0***
- b. ***2011-2012 = 17***
- c. ***2012-2013 = 20***
- d. ***2013-2014 = 89***
- e. ***2014-2015 = 104***

2. ***Total Center Visits***

- a. ***2013-2014 = 3,106***
- b. ***2014-2015 = 5,857***

b. **Challenges**

i. ***This year, we saw a slight decline in the number of IDs created. The IDs are linked with how the program is funded and we even created a “why to get your ID” bookmark. We are looking into having special open office hours for CWA students to get their ID, a transportable ID machine for creating cards at events, and changing the campus culture by not saying ID’s and saying Student Body Card instead—as some students have said “getting an ID” or “show me your ID” can have negative implications or be triggers to undocumented students.***

B. What changes could be implemented to improve your program?

a. ***Besides the changing of wording to the Student ID to Student Body Card, and advertising our services further, we could take the following steps to improve:***

- i. ***Create an ASCC syllabus and curriculum so that students have more guided learning and can better link what they’ve learned to a Cooperative Education course***
- ii. ***Create an ICC syllabus and curriculum so that students have more guided learning and can better link what they’ve learned to a Cooperative Education course***
- iii. ***Get Safe Zone and True Colors training so that we can hold more leadership workshops***
- iv. ***Train a highly qualified Student Life Assistant to better help develop our services (housing and transportation)***

7. Service Area Outcomes (SAOs) Assessment and Student Learning Outcomes (SLOs) Assessment

A. State your current year SAOs and SLOs.

a. SAOs

- i. Increase student visitation to our Center**
- ii. Increase awareness of our Center's resources**

b. SLOs

- i. CHANGE: The Associated Students of Cañada College (ASCC) Governing Council will understand the College and District participatory governance processes.**
- ii. LEADERSHIP: The ASCC Governing Council will learn team building; identify strengths, and effective communication skills.**
- iii. COMMUNITY: The ASCC Governing Council members will learn how to plan events, know more about campus programs, the diverse cultures on campus and become aware of the social justice needs that exist.**
- iv. MENTORSHIP: Students will learn where they can go on campus to get support in college and how they are responsible for each other's success and retention in college and in ASCC.**

B. Describe your program's SAO Assessment Plan.

- a. We administer a hard-copy survey to random students on the Upper Lawn during the morning and night of two days in a week the first month of classes in the Spring semester. We receive approximately 200 respondents and have done this for the past two years. We also keep multiple logs for when students utilize our various services. We use a clicker, google forms, novi survey, and drive to count the students participating in our various services.**

C. Summarize the findings of your program's SAO Assessments.

- a. Increase in students participating in events**
 - i. 55% of all-campus survey respondents attended at least one ASCC event in Fall 2014 compared to Fall 2013 only 19.7% did**
- b. Significant increase in the amount of students who come to the center**
 - i. 3,106 in 2013-2014 to 5,757 in 2014-2015**
- c. Increase in Housing Assistance**
 - a. 2010-2011 = 0**
 - b. 2011-2012 = 17**
 - c. 2012-2013 = 20**
 - d. 2013-2014 = 89**
 - e. 2014-2015 = 104**
- d. Increase in three clubs that could be named on campus**
 - i. 2013-2014 = 26% accurate**

- ii. **2014-2015 = 33% accurate**
 - e. **Slight decrease in what ASCC stands for**
 - i. **2013-2014 = 43%**
 - ii. **2014-2015 = 42%**
 - f. **Satisfaction with the Center for Student Life**
 - i. **2013-2014 = 57%**
 - ii. **2014-2015 = 80%**
- D. What are some improvements that have been, or can be, implemented as a result of SAO Assessment?
 - a. **We can still improve in students knowing what ASCC stands for and for how many students can name at least three clubs on campus. By having more emails and events with the ASCC spelled out as well as the clubs actively engaged in events—we could potentially increase these numbers.**
- E. Describe your program's SLO Assessment Plan.
 - a. **Through pre-tests, mid-year reviews, post-tests, and individual end of the year presentations we learn what the students have taken away from the program each year.**
- F. Summarize the findings of your program's SLO Assessments.
 - a. **Looking at Fall 2014 to Spring 2015, this is how the students have improved their knowledge of the following:**
 - i. **Mentoring = 55% → 67%**
 - ii. **Quorum = 77% → 100%**
 - iii. **Brown Act = 88% → 100%**
 - iv. **Parliamentary Procedure = 33% → 50%**
 - v. **Participatory Governance = 33% → 100%**
 - vi. **Events Procedures = 67% → 83%**
 - vii. **Social Justice = 33% → 67%**
 - viii. **Retention = 22% → 33%**
- G. What are some improvements that have been, or can be, implemented as a result of SLO Assessment?
 - a. **Successes**
 - i. **In their end of the year presentations, it is clear students learn a lot about themselves, learn about how to work in a team and compromise, and learn how to use the Brown Act as well as how to have a voice in Participatory Governance.**
 - b. **What to Work On**
 - i. **Although the end result is much better than previous years, there is still a lot the students need to learn about retention and social justice. What is interesting is that the mentor (big and little) program has gotten stronger**

and more students identify with utilizing their big or little. The four students that did not “retain” in ASCC throughout the year all did not participate in this mentorship initiation. It would behoove the group to have earlier retreats so that members are able to be trained right away and so that they can be initiated in the big and little ceremony earlier.

- ii. We also see a disparaging in numbers for knowledge gained by students who did not attend out bi-annual trainings/retreats—the creation of online training modules would benefit students who are unable to attend these in person trainings.**
- iii. Although we had more diversity events than before: including Holi Fest, Las Posadas, and Not Anymore, with our already sustaining Black History Month Events, Chinese New Year, Dia De Los Muertos, and World in a Cup—it looks like a conference, workshops, and activities focused on social justice and diversity would heavily benefit the students.**

Looking Ahead 2015-16

State your SAOs and SLOs for the next review cycle.

In the table, describe how you will you address identified opportunities for improvement.

To continue to see how the department is doing over the years,

SLO/SAO	Action Plan	Timeline	Responsible Party	Resources Required
Increase student visitation to the Center for Student Life and Leadership Development by 5%.	Create 5% increase as goal so that it is SMART. Advertise program through classroom visits and more marketing.	Create marketing strategy in June 2015. Implement throughout the academic year. Increase numbers by May 2016.	Misha Maggi	NA
Increase awareness of our Center's resources by 5%.	Create 5% increase as goal so that it is SMART Increase marketing at events.	Create marketing strategy in June 2015. Implement throughout the academic year. Increase	Misha Maggi	NA

		numbers by May 2016.		
<i>CHANGE: The Associated Students of Cañada College (ASCC) Governing Council will understand the College and District participatory governance processes.</i>	Keep encouraging students to be actively engaged in Participatory Governance and create a better committee reporting system.	Have new reporting system in place by August 2015.	Misha Maggi	NA
<i>LEADERSHIP: The ASCC Governing Council and Student Life staff will learn team building; identify strengths, and effective communication skills.</i> <i>i.</i>	Continue bringing students to two over-night retreats, three state-wide conferences, and two cross-country conferences. Create online resources and training modules for students to brush up on throughout the year and if they cannot attend a training.	Create online at least two online training modules by August 2015. Receive True Colors training by May 2016.	Misha Maggi	NA
<i>COMMUNITY: The ASCC Governing Council members, club members, and Student Life Staff will learn how to plan events, know more about campus programs, the diverse cultures on campus and become aware of the social justice needs that exist.</i> <i>i.</i>	Add Student Life staff and club members to this SLO. Continue to create online training modules for event planning. Continue to plan ahead in summer to plan out events for the year. Bring students to a new diversity conference.	Bring ASCC to at least one diversity conference by May 2016. Get training on Safe Zone training by May 2016.	Misha Maggi	NA
<i>MENTORSHIP: Students will learn where they can go on campus to</i>	Continue big/little ceremony and increase number of	Increase retention knowledge to	Misha Maggi	NA

<i>get support in college and how they are responsible for each other's success and retention in college and in ASCC.</i>	on campus workshops where fellow staff members and program directors facilitate workshops.	60% by May 2016.		
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Resource Requests

8. Personnel:

- A. List new or replacement positions you anticipate requesting. Identify the term (fall or spring) and year in which you anticipate submitting the staffing request. **N/A**
- B. Include links to new position request documents: **N/A**

9. Non-Instructional Equipment:

- A. Provide a list of all equipment needed. To be funded, requests must include all the required purchasing information.

Item name	New/Repair/Replacement	Vendor	Catalog number	Unit Price	# Needed	Justification	Contact
<i>Single Line Wireless Bar Code Scanner - Bluetooth wireless technology enabling unrestricted movement up to 33 feet from base. Includes 3-year factory warranty.</i>	<i>New</i>	<i>CI Solutions</i>	<i>Part # Omni</i>	<i>\$425</i>	<i>1</i>	<i>To accurately gather information on students utilizing all 16 of our services. This wireless scanner can be brought anywhere in the center to scan student Ids and will hook up to our already existing banner</i>	<i>Sue Lyon Systems Consultant (925) 938-5934 suel@cisolutions.biz</i>

						hookup/CI Verify software.	
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- A.** Will additional space be needed to accommodate the requested equipment? **NO**
- B.** Will the requested equipment require maintenance agreements and or support personnel? **NO**
- C.** If so what are the projected costs? **N/A**

10. Information Technology:

- D.** Provide a list of all software and hardware needed. Include the required purchasing information and/or desired capabilities.

Item name	New/Upgrade	Vendor	Catalog number	Unit Price	# Needed	Justification	Contact
N/A							

- E.** Will additional space be needed to accommodate the requested equipment? **N/A**
- F.** Will the requested equipment require maintenance agreements and or support personnel? **N/A**
- G.** If so what are the projected costs? **N/A**

11. Facilities: Identify your program’s facility needs (custodial services, maintenance, remodeling, or new construction) and provide a brief explanation/justification. Identify if the needs address ADA, safety, or utility concerns. **N/A**

12. Professional Development: What professional development is needed to strengthen your program? Why? How will the professional development benefit the college?

- a. The professional development we accomplished this year:**
 - i. Manager is on the Board of Directors for the California Community College Student Affairs Association.**
 - 1. Chaired Northern California Conference**
 - 2. Co-Chaired Professional Conference**
 - 3. On the Planning Committee for the Statewide Student Leadership Conference**
 - 4. In May, 2015 was voted by the state to become the President of the association and serve a three year term.**
 - ii. Manger serves as teh chair for social media communication for the National Student Affairs Association (NASPA)**
- b. Anticipated additional professional development needed:**
 - i. Safe Zone Trainging**

- 1. Additional training to understand what steps need to be taken so that students in the LGBTQIA Community feel included and safe zone on campus**
- 2. This training can align with Title IX regulations**
- 3. Training the trainer could open up opportunities to have workshops open to all campus community to learn from**

ii. True Colors Certification

- 1. This additional training would allow for a more fully developed understanding of a well-used leadership and team building assessment that could be used across campus for student leaders: ASCC, BTO, Outreach, Colts, Athletics, etc.**

13. Research: Identify your program's specific research needs. Why is the research needed?

- a. Currently, we do all of our assessments, surveys, student presentations/interviews in-house. We collect data using novisurvey and google forms. No additional research needed at this time.**

14. Funding: Describe any projects that your program would like to pursue that are currently unfunded or not fully funded. Why is the funding required?

- a. We would like to look at creating an Alternative Spring Break program for students, however this will be fully funded by ASCC.**