

(REVISED)

PROGRAM REVIEW

STUDENT DEVELOPMENT OFFICE

PREPARED BY

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JANUARY 8, 2008

I. OVERVIEW

A. Program Overview

The Student Development Office serves the college by providing services to the students that include advising the elected members of Associated Students Organization, the Inter Club Council, the Alpha Chapter of Alpha Gamma Sigma, a statewide honor and scholarship society. The staff also facilitates all operations that support campus organizations, clubs and other office areas of the campus community. The above mentioned are served by staff with the scheduling of events, processing of financial documents such as cash requests, check requests, contracts for outside services and requisitions for vendors. The Student Development Office supervises the college photo identification process and coordinates the use of the college Activities Center building complex and Library Lawn. The Activities Center building has two large programming areas, one that seats up to 350 people and an area that seats about 150 people. This building also provides office space for the Alpha Gamma Sigma organization, the Associated Students executive officers, the Associated Students senators, the Inter Club Council, the Supplemental Instruction office (a component of the First Year Experience program), the Academic Senate Office and the college radio station, KECC. The Student Development Office continues to maintain responsibility for handling Student Code of Conduct violations and Student Grievances by ensuring the established procedures are followed and accurate records are kept. To wrap up the academic year we are pleased to coordinate the commencement activities for the college. This effort includes participation and support from the entire campus community. It is the highlight of the year hands down.

B. Status of Previous Recommendations

The unit continues to hold staff meetings to keep all permanent staff members informed and up to date on college issues, student activities and budget matters. The facility still is too noisy in the West lounge area but clean-up after has improved. However, there is still room for improvement.

The previous customer satisfaction survey used a rating of seventy-five percent as the acceptable level of service for our first program review. The questions covered various areas of concern that could be improved as listed below. This was based on the responses that checked 1=poor, 2=fair, 3=good and 4=excellent. Fair and excellent were combined to indicate satisfied. Poor and fair were considered unsatisfied.

1. Office facilities were rated 70%. We have had two additions to the office areas in the building that included painting the offices and better cabling of the computer equipment. It's time for another facelift that should include new carpet, fresh paint and a reconfiguration of the office service areas.
2. Timeliness of response was rated 57.9%. We added temporary staff to facilitate some of the customer service requests that would interrupt the administrative assistant's work.
3. Clarity of procedures was rated 70.3%. We have revised forms to facilitate a better routing of requests through the system. We have met with various offices

- to eliminate waiting and unneeded signatures. We have also met with leadership of the college to clarify the processes that require approval above the director's level.
4. Staff helpfulness was rated 70.7%. All staff, including student help and casuals, has been given an orientation to stress the need to be exemplary in our response to service requests. Customer service training commitments were reviewed and a new attitude was requested of all staff to work toward customer 'delight' with our service.
 5. Staff knowledge was rated 73.2%. This issue was facilitated by the creation of a notebook kept at the service counter which is usually the first contact for most visitors to the Activities Center. Continued training on the campus services and which office provides the needed service is given to all employees. A spirit of communication is being cultivated with all staff members so that appropriate referrals can be given to visitors and students.
 6. Variety of activities was rated 67.3%. We have improved the quality and variety of activities that are held on the campus. The student organizations and clubs have an increased awareness of the environment and the need to survey students as to what they would like to see on campus. Radio station 'van hits' have been one of the new additions to various outdoor activities held during the activity hour on Tuesdays and Thursdays between 1 pm and 2 pm. There have also been more indoor activities in conjunction with academic classes and clubs based on their particular interests such as cultural events, religious seminars and support groups of the college that include Puente Project, Project Success, First Year Experience, Honors Transfer Program and EOP&S to name a few.
 7. Staff rated adequate computer equipment at 71.5%. There has been one upgrade since the survey. Another was due the summer of 2006 but was not acted on because the college was reviewing its replacement plan and has not acted on the new recommendations as of yet. However, a current request for a computer for new office personnel is still incomplete causing a delay in scheduling events and extra work for the administrative assistant.
 8. Staff rated appropriate software at 71.5%. Requests for upgrades of software have been responded to and currently are satisfactory. Frustration still exists with the issue of not having the capability to load new software onto the system without the approval and work being done by one of the IT staff. The main problem is the long wait because of the shortage of IT staff.
 9. 88% of those surveyed stated that they never visit the Activities Center. This has been an issue for quite some time. The noise level in the west lounge area of the building is one of the banes of our campus. Meetings have been held to discuss ways to improve the area and the behavior of the students that frequent the building as well as how to eliminate the daily visits of non-students that just hang around. The college at one time had a game room to channel students into an area that would allow us to check ID's and have a monitor to keep things under control. The District felt this room was better utilized for instruction and we lost the capability to compartmentalize the disruptive behavior. This issue is under review once again.

C. Continuing Recommendations

- Upgrade of the office facilities
- Continue to clarify and streamline procedures
- Consistently review commitment to quality customer service
- Continue to emphasis and empower staff to be more helpful by providing in-service training
- Share all information with staff to keep them updated on changes to college, individual and service area responsibilities
- Continue to encourage organizations and clubs to offer innovative programming and activities
- Continue to review, evaluate and revise when necessary our procedures and services to best serve students and the college community.
- Ensure that staff will get adequate computer equipment
- Ensure that staff will get appropriate software to facilitate quality work product
- Remain up to date on board policies and procedures relating to student activities, discipline and safety.
- Revised the discipline forms and helped to create new form, "HOW TO HANDLE DISRUPTIVE BEHAVIOR" for distribution to all staff and faculty.
- Presented workshops at flex day activity to educate faculty about student discipline procedures.
- Clarified information relating to field trips, insurance information and items that need Board of Trustees approval.

II. PROGRAM DATA

A. Student/Client Satisfaction Data

In Spring 2006 a student opinion survey was conducted. Students were asked to rate the levels of importance and satisfaction with 21 services and 43 aspects of the college environment. These items were ranked as well as compared to national norms. El Camino College students felt that the college has contributed to their growth and development, with all above average ratings. Results were about the same as other colleges in all categories except social growth and preparation for a career. ECC developed questions had significantly higher levels of agreement. The strongest opinion was in favor of a policy restricting smoking to designated areas on campus which was submitted by the Associated Students Organization Senate members. El Camino College students felt that most programs and services listed were above moderate importance (3.00) with the exception of college social activities and cultural programs among a few others.

B. Student/Client Outcome Data

College social activities with 1402 responses scored a mean of 2.89 for Importance, 3.50 for Satisfaction with a National Satisfaction of 3.57. Therefore the level of satisfaction is higher than the level of importance for El Camino College students but lower than the national satisfaction mean. The Student Development Office will encourage student organizations, clubs and campus groups to sponsor more social activities and programs

that will invite and involve more students and staff. The Inter Club Council will also increase its efforts to get all members of the campus community together for more meaningful interaction.

The category of cultural programs scored a mean of 2.96 Importance, 3.46 Satisfaction compared to a National Satisfaction of 3.56. The level of satisfaction once again is higher than the level of importance for El Camino College students but lower than the National Satisfaction mean. The Student Development Office will encourage all culture based clubs and organizations and language classes to sponsor more activities and programs on campus to enhance and enrich the college climate. An effort will be made to coordinate with the Staff and Student Diversity Office, the Staff Development Office, the President's Office, the Fine Arts Division and the Foundation to get additional funding to pay for performances and displays of cultural value. An attempt will be made to showcase the dress, food, customs, language and music of the various countries represented by our campus ethnic diversity.

Other aspects of College Environment were:

Student voice in college policies with 1228 responses scored a mean of 3.48 Importance, 3.41 Satisfaction with a National Satisfaction of 3.42. The level of satisfaction is lower than the level of importance. Through participation on campus committees and task forces students are learning the importance of their role in decision-making and that their voice on issues that affect students is very much needed at all levels of the college's structure for making recommendations to the division councils, area councils and other entities that support campus programs and services. The Student Development Office and the Associated Students Organization will encourage student leaders to participate fully where possible with other campus constituent groups.

Rules governing student conduct had a student response of 1244 with a mean of 3.50 Importance, 3.62 Satisfaction and a National Satisfaction of 3.69. The level of satisfaction is higher than the level of importance but lower than the National Satisfaction mean. The Student Development Office is working diligently with all campus constituent groups, the academic division deans, student leaders, staff and faculty, the vice presidents and the college president to ensure that student conduct is monitored with a fair due process component when violations occur and good record keeping in a secure place. All forms have been reviewed and revised; a new method of tracking and documenting misconduct has been developed and implemented. This information and forms have been distributed to every office on campus. Three sessions have been presented to staff and faculty at the college flex day activity in Fall 2006, Spring 2007 and Fall 2007. The feedback from the participants was very favorable and there will continue to be presentations in the future.

Student union/activities center had a student response of 1203 with a mean of 3.14 Importance, 3.53 Satisfaction and a National Satisfaction of 3.73. The level of satisfaction is higher than the importance but lower than the National Satisfaction mean. We have a large facility with two large programming areas. We endeavor to keep one area, the west lounge for games, eating and relaxing. The other area, the east lounge is

for quiet study and is equipped with wi-fi capability for student convenience. It has become increasingly difficult to maintain the integrity of each area because of students that become boisterous and at times obnoxious and disruptive. There is a need for a monitor to oversee these areas and enforce the student code of conduct and write-up and report habitual offenders that choose to be vulgar and violate the standards. The Student Development will develop and present a proposal to the Dean of Enrollment Services to re-establish the position of a building supervisor for the activities center.

Student government had a response of 1191 students with a mean of 2.91 Importance, 3.44 Satisfaction and a National Satisfaction of 3.51. The level of satisfaction is higher than the importance but lower than the National Satisfaction mean. The student leaders have made a commitment to be more visible and do more outreach activities to increase the awareness of students to their existence and role in the college community. They have decided to have information tables out on the campus on a regular basis with information about the Associated Students Organization (ASO). They will also sponsor a number of activities on the Library Lawn and outdoor stage area where the focus will be voter registration, meet and greet with refreshments and seek suggestions to make the campus more responsive to student needs and concerns.

Religious activities and programs had a response of 1197 students with a mean of 2.71 Importance, 3.39 Satisfaction and a National Satisfaction mean of 3.49. The level of satisfaction is higher than the level of importance but lower than the National Satisfaction mean. The college has over eight religious based organizations and clubs. A majority of the groups are of the Christian faith and perform outreach activities to evangelize, facilitate Bible study and fellowship. There is one religious organization that is of the Islamic faith and has maintained a solid core of members. Their primary activities have been information tables and the distribution of literature to educate students about the faith. They have also celebrated traditional Islamic activities connected to the faith.

C. Campus/Community Collaboration

The primary collaborative efforts with the campus are student participation with college personnel that are the counterparts of the positions that are a part of the Associated Students Organization (ASO) senate members and the executive officers organizational chart. Also student leaders should participate with the State Student Senate of California Community Colleges. Student leaders should remain in contact with the Director of Marketing and Public Relations to facilitate meetings with local, state and national members of government. The ASO should continue to attend leadership training opportunities sponsored by recognized California community college entities. Program personnel can strengthen these collaborations by continuing to support the student's efforts to attend the various leadership opportunities sponsored by the above mentioned community college organizations. Staff should continue membership in the California Community College Student Affairs Association. Inter Club Council should continue encouraging faculty members to become advisors to clubs and organizations and help them plan worthwhile activities that facilitate growth, maturity and responsibility. The Alpha Gamma Sigma Honor and Scholarship Society (AGS) should continue its involvement with the statewide AGS, Inc. by attending conferences that promote

volunteerism and citizenship. Professional development opportunities should be pursued by program personnel to improve personal and professional skills that will facilitate providing better quality service and advising. A new opportunity to explore and nurture is the collaboration of the First Year Experience with all elements of the college. The lessons learned over the years and the testimonies of former students tell us that our best recruiters are those that had a positive experience while attending El Camino College. We will make every effort to cultivate the relationship between the Student Development Office and the First Year Experience Program.

D. Program Data Recommendations

The Student Development Office provides a variety of services and support to the El Camino College campus and community. The student organizations and volunteer groups are of great value to the enriched college experience that our students are a part of. The opportunities for students to be involved in the decision making process is an invaluable tool for their personnel growth and education. The Activities Center is located in the heart of the campus and has the potential to be a common ground for interaction between faculty, staff, administration and students. Surveys demonstrate that there are numerous areas of common concern that can be addressed and solved by all members of the campus community working collaboratively. Adequate facilities that are clean and well lighted add to the atmosphere of collegiality that is necessary for the college to flourish and maintain its rich heritage of a beautiful environment and excellent learning institution.

III Program Requirements

A. Program Support

The support of the executive leadership of the college is essential to the success of the Student Development Office. There are relationships that must exist between student leaders and their counterparts primarily because our student government is modeled after the El Camino College leadership structure, academic affairs, student services and administrative services areas. An effort is made to connect each student leader with a campus office and/or leader. The interests of our students are reflected in the types of clubs and organizations that have been organized over the sixty years of existence of El Camino College. We have had excellent support from faculty and the support staff of the various offices on campus that facilitate set-up for events, facilitating financial transactions to buy goods and services for student activities. Food service is critical to our success because when events are planned there will be a need for refreshments in most cases even if it is only water. Our relationship with campus support entities is excellent, our staff endeavor to go out of their way to understand needs of all parties involved and communicate rules and regulations to have a smooth operation from the student event side and the service side. Continuous dialogue is needed between staff of the various offices and our staff. That means from the top down. We strive to benefit the efforts of all concerned.

B. Facilities and Equipment

The Activities Center is fifty-five years old and has had at least three renovations to the areas in this building. The last renovation was in 1976-78 and opened in 1978. Great oak furniture was purchased with rich fabric and solid tables. But they are all twenty-nine years old. We have holes in the floor, walls and storage rooms that allow insects and rodents to get in certain areas. There are no appropriate service spaces for the type of events that we have in the building. No adequate kitchen facility exists to wash items after use when there is a small event in the building. The sliding glass windows no longer slide due to the corrosion on the bottom rollers that are rusted rotten. The facility has no proper ventilation anymore as a result. There is no air conditioning in the open programming areas of the east and west lounges. The computers we are using should have been replaced two years ago except that the district’s replacement plan was put on hold until the decisions are made on the building plans connected to Measure E. Most of the furniture that staff uses is not ergonomically designed.

I recommended that the Activities Center be torn down and replaced with a modern facility with plasma screens, cabling for broadcasts of interest, such as CSPAN for government viewing and other valuable cable stations for learning. We need air conditioning or at least we need to continue the replacement of the sliding windows with half stationary and half sliding screened windows around the perimeter of the building. Give us modern computer equipment to facilitate the accomplishment of assignment that can be done with modern software in a quality manner. Also we need chairs and desks with safe work environment attributes.

C. Staffing

The Student Development Office staffing is inadequate in the office because we do not have a permanent scheduling clerk. Also we need a building monitor for the open area to deal with the disruptive behavior of students.

Personnel Trend

Full-time Classified Staff	2	
Part-time Classified Staff	1	
Part-time Classified (Temp)	1	
Casual Employees	3	2.5 FTE
Student Employees	7	

This data limits our ability to keep the environment in the building moderate so that all students will fill comfortable and want to be in the open areas without feeling intimidated by the loud and disruptive students. The employees are current in their field.

Priority of Staffing Recommendations

1. Scheduling Clerk
2. Full-time building monitor

D. Planning

Community College reform is a high priority in the state's master plan for higher education. The major driver in this issue is that there are a very low number of students who receive associates degrees. This information was derived from a study by the Public Policy Institute of California, "based on the courses for which students signed up in 2003. Less than half the students took courses aimed at transferring to a four-year college; fewer than 25 percent actually transferred. Fewer than 15 percent took courses for an associate's degrees; fewer than a tenth got one. The expectation in the beginning was that community would be in large part a form of higher education to even higher education, particularly for minorities. But it's not happening." The result is that community colleges are devoting increasing academic resources to remediation. During this era of accountability for tax dollars spent on human development in educational institutions it is becoming "less about how they did than what they should do differently." It is viewed that colleges will need to "intensify focus on remediation, retention and other ways to help students seeking academic degrees to persevere." (Opinion Section, Daily Breeze, Tuesday, November 28, 2006)

The Student Development Office and staff operate on the premise that involvement in campus life and student activities enhances a student's chances of success in college. Therefore we will increase the number of opportunities for students to get involved with campus clubs and organizations and also their participation in student government. In particular there will be closer coordination with the First Year Experience program, Alpha Gamma Sigma Honor Society, the Honor's Transfer Program and other mentoring programs and support groups of the college. In addition to working with the Office of Student and Staff Diversity we will encourage more cultural and social activities that will include students of different backgrounds and ethnicities.

Our student profile data describes the make-up of the student population at El Camino College. If any other data is needed there is adequate support from the Research Office. All that is needed is a concentrated effort to offer students chances to 'help make it happen.' All staff is support for and/or assigned to a specific department of the Student Development Office, one specialist is the primary adviser to the Inter Club Council; another is the primary adviser to the Alpha Gamma Sigma Honor Society. All three of the personnel that advise students are also working with members of the student government organization. Two staff members are a part of the scheduling and programming efforts of the office and casual and student help staff support all aspects of the activities and events implementation process.

The current Student Learning Outcome (SLO) for our office is stated as "By participating in student government students to learn to facilitate a group meeting by using parliamentary procedure". This is a great asset and skill for students to learn and master as they grow in the college environment and become future citizens that will be voters and participants in their local, state and national organizations that are a part of the social and political fabric of our country.

E. Program Requirement Recommendations

1. Support of the executive leadership of the college for student involvement in decision making.
2. Support from the campus community.
3. A good working relationship with the Food Service department.
4. Access to campus facilities for meetings, activities and events.
5. A new facility with adequate storage space, sound equipment, technology, furniture, etc
6. Full-time classified staff (5), Full-time Scheduling Clerk, Full-time Building monitor
7. Casual staff (3)
8. Student staff (7)
9. Enhance working relationship with First Year Experience and other mentoring and support programs for retention and student success.
10. The Student Development Office and staff will maintain and improve current SLOs and add others that were derived at the summit.

IV. Recommendations

1. Hire a full-time, 12 month, scheduling clerk, cost: $\$3331 \times 12 + 30\% = \$51,964.32$. The Director will meet with the Dean of Enrollment Services and re-submit the request to fill this position that was left vacant after previous employee's retirement. After review by the Vice President of Student Services the request will go to the Planning and Budgeting Committee for review and recommendation to the President.
 2. Hire a full-time, 12 month, student services specialist, cost: $\$4161 \times 12 + 30\% = 64,912$. The Director will meet with the Dean of Enrollment Services and submit a request to fill this position that has been vacant since the current director was promoted in 1989. After review by the Vice President of Student Services the request will go to the Planning and Budgeting Committee for review and recommendation to the President.
 3. The Director and staff will meet this spring semester with the First Year Experience Director and staff, Project Success coordinator, Puente Project and other success and retention programs to brainstorm ideas that will support student success.
1. By hiring a full-time scheduling clerk the Student Development Office will improve the scheduling process and enhance office operations.
Success Indicators: Shorter waiting time for approval of events and activities
Better coordinated events and activities
Fewer interruptions of the Administrative Assistant
Improvement in office efficiency
 2. By hiring a full-time student services specialist the Student Development Office will improve the ambiance of the east and west lounge areas of the Activities Center.

Success Indicators: Reduction in disruptive behavior incidents
Cleaner sitting and study spaces
Quieter sitting and study spaces
Increase in number of students that utilize facilities

3. By working with the other mentoring and student success programs will eliminate duplication of effort in some areas of programming of events and activities and open use of facilities.

Success Indicators: Elimination of unnecessary set-ups
Build relationships between staff and students
Maximize use of facilities and resources