**Peralta Community College District**

**College of Alameda**

**Student Leadership & Development – Student Services Program Review**



**COLLEGE OF**

**ALAMEDA**

September 28, 2012

**Review Team**

Student Services Council

Dr. Alexis Montevirgen, Chairperson

I. **Background Information**

A. Description

1. **The Unit**

Student Activities serves as the central location that fosters student development and leadership through various opportunities including the Associated Students of College Alameda, campus student organizations, and student employment. It provides students with various information and resources pertaining to community services, recreational and cultural programs, student leadership and mentorship.

Program facilities are located in the Student Center, Building F, in rooms 109-117. Hours of operation are Monday through Thursday, 11:00a.m. to 4:30 p.m.

Student Activities provides the following resources:

* Campus Posting Review
* Literature/Material Distribution Guidelines
* Campus Social, Recreational, Cultural, and Educational Programming
* Campus Life Calendar
* Master Activities Calendar Clearance
* Student Photo Identification System
* Campus Lost and Found
* Use of Facilities
* Multicultural Programming
* Support for student government, Associated Students of College of Alameda (ASCOA)
* Student organization chartering, support, and advising
* Supervision of Campus Food Services
* Supervision of Campus Safety Aides
* Supervision of Cyber Café
* Oversees the annual commencement ceremony
* Oversees the annual awards ceremony

1. **History**

On March 1, 1976, the Peralta Community College District Board approved Policy 4.45 stating, “Student activities are recognized by the District as an integral part of a community college’s total program. The President of each college is authorized to provide adequate facilities, to allow time for individuals and groups to participate in such activities during their regular schedules, and to provide staff assistance for planning and supervision of these activities.”

Section 1 states that “an official organization of the student body may be established at each College subject to the approval, control, and regulations of the Board of Trustees.” Section 2 states that “all student activities conducted by the College groups shall comply with State statutes, District and College regulations. These activities shall be conducted with the approval of the College Administration.”

1. **Purpose and Needs Assessed**

Stemming from the language set forth in Board Policy 4.45, the Student Activities Office at College of Alameda was established with the belief that college learning extends beyond the classroom. Student Activities provides the basis for opportunities that fosters co-curricular learning by:

* Augmenting classroom instruction by fostering unique and expanded educational, civic, social, and cultural experiences.
* Enhancing and preparing students for future civic, social, cultural, and political responsibilities through community service, learning, and leadership development opportunities and programs
* Fostering personal growth and facilitating interaction between students, faculty, and administration from diverse backgrounds in various settings through organization of social, civic, and cultural activities.

Student Activities purpose is to serve students by:

* Promoting opportunities for co-curricular learning
* Engaging and connecting students to campus life
* Exercising students’ leadership skills
* Developing the ability to adapt to diverse environments
* Cultivating and fostering personal and civic responsibility
* Engaging in dynamics of difference to develop understanding of the values of difference
* Fostering intercultural and global understanding

1. **Current Components**

Support staff in this unit consists of a 1.0 FTE Program Specialist/Student Activities Advisor.

This position requires the ability to manage concurrent projects, competing priorities, and critical deadlines. Support staff is extensively involved in college-wide and district-wide committees provides input on daily processes, as well as program and policy development. The advisor serves as the chair of the Graduation Committee. In addition, the Advisor serves on the college’s Crisis Team, and on the campus planning component of the Disaster Preparedness Team. Support staff in this unit serves as part of the Vice President’s Student Services Council, meeting bi-monthly in joint session. To stay in accord with administration, the Advisor meets individually with the Vice President of Student Services to review current projects, fiscal matters, and program concerns.

With the assistance and support of dedicated college work-study students and volunteers, the Student Activities Advisor’s role is to provide information, encouragement, and inspiration about the pursuit of higher education and personal empowerment. The Advisor reaches out to students from diverse backgrounds, which may have little knowledge and experience in the community college environment. As a representative of a diverse campus such as College of Alameda, the Advisor must be cognizant of the cultural factors that may impact the potential students’ decision to pursue further education. Moreover, the Advisor inherently assumes the role of mentor and role model for the students. Staff in this unit must be adept at communicating the message that regardless of class, race, ethnicity, sexual orientation and identity, religion, veteran status, and ability they have the ability to determine their future.

The Associated Students of College of Alameda (ASCOA) and Student Clubs and Organizations are under the auspices of the Office of Student Activities. The goal of ASCOA is to give a voice to and empower all College of Alameda students. The council’s major responsibilities include annual elections; appointing officers to campus-wide committees; sharing governance in the development of campus policies and procedures; adopting and overseeing use of an annual ASCOA budget; providing leadership for advocacy efforts on the local, regional and state level; allocating funds for new programs and projects; granting student club charters; and providing and administering a program of activities and services, including College Hour events, workshops, conferences, and retreats. ASCOA advocates on behalf of student needs and interests. The Student Activities Office assists with the logistics of budgeting, planning, marketing, and hosting of events coordinated by ASCOA or Student Clubs and Organizations. The Student Activities Advisor works with Student Clubs and Organization’s Advisors to development organizational strengths and provide support for student development.

On-campus food service programs include cafeteria food provided by Cougar Den and Sham’s Hot Dog stand. Soda and snack vending machines are located on the first floor of the F building.

The Campus Safety Aide Program is staffed with 15 student employees. Responsibilities include providing general campus information and assistance; conducting campus tours; administering student ids; patrolling campus grounds and events; and assisting students and faculty around campus particularly those with disability. Campus Safety Aides are an integral part of the campus safety initiative and interact with all departments of the campus.

Cyber Café is located on the second floor of the F building and equipped with 15 internet-only computers, 5 of which are ADA compliant. The purpose of the café is to provide students with the opportunity to practice and improve their technological skills in a supportive learning environment.

B. **Describe unique aspects of your program**

Student Activities serves as a location for student empowerment, leadership development, and advocacy through student involvement in co-curricular activities and student employment opportunities. The office aims to support the needs and interests of the entire student population while facilitating student advocacy and leadership development through active participation in the shared governance process. By creating a supportive and inviting space, students are welcome to relax, study, interact with their peers outside the classroom. Cross-cultural dialogue and social justice leadership are encouraged through dialectic practice between Student Activities Advisor and students.

Information pertaining to social services, community and campus events, outreach opportunities, and student organizations is offered through this office. Space is also provided for all students of diverse backgrounds and identities.

**C. Current Resources**

*Facility Resources.* Student Activities is currently located in the Student Center, F Building Rooms. The first floor includes offices for the Associated Students President, Executive Board, Senators, office equipment space, desks, and an office for the Student Activities Advisor. The cafeteria and cyber café are located on the second floor of the building.

*Classified Staff Resources.* There is currently one FTE classified staff that serves as the Program Specialist for Student Activities. This individual oversees the Student Activities Office and all of its programs.

*Student Employees.* With the recent cuts to campus police, Campus Safety Aides have been hired to provide additional campus surveillance and assistance. Currently there are 15 students employed as Campus Safety Aides available from 8 a.m. to 10 p.m. Monday through Thursday and 8 a.m. to 6 p.m. on Friday. Safety Aides assist students with disability to their classrooms and around campus, provide general provision of the campus area, operate the Information Booth where student ids are taken and general information is provided.

One student employee Clerical Aid has been hired to oversee the Cyber Café with 15 internet-only computers. The clerical aid assists in providing a comfortable environment within the Cyber Café to allow students to enhance their knowledge and use of technology.

*Fiscal Resources.* Funding is provided through:

* Fund 81 for the maintenance and operation of the Student Center;
* Student Life Funds
* Bookstore Commission allocated for the operating budget of the Associated Students as governed by Board Policy 6.20
* Food services revenue

**D. Program Goals and Measurement**

With a goal of improving the quality of student life and enhancing the college experience, Student Activities is currently developing a model to measure its program goals and indicators of success. While there is no exact format to measure the indicators of student leadership skills and experiences with Student Activities, we will continue to collect personal narratives and qualitative information.

**II. Student Demographics of Those Using your Services (by numbers)**

1. **Who do you serve?**

Through the various components of Student Activities, we serve the needs of

the entire student population.

TABLE 2. Data retrieved from Peralta Institutional Research website based on Spring 2007 and Spring 2008. Does not include updated information for Spring 2009.

|  |  |  |  |
| --- | --- | --- | --- |
|  | 2009-10 | 2010-11 | 2011-12 |
| AGE GROUPS |  |  |  |
| UNDER 16 | 87 | 123 |  |
| 16-18 | 658 | 681 |  |
| 19-24 | 2306 | 2507 |  |
| 25-29 | 852 | 995 |  |
| 30-34 | 592 | 569 |  |
| 35-54 | 1191 | 1175 |  |
| 55-64 | 217 | 224 |  |
| 65+ | 85 | 100 |  |
| TOTAL | 5989 | 6376 |  |
| GENDER |  |  |  |
| MALE | 2601 | 2690 |  |
| FEMALE | 3348 | 3655 |  |
| UNKOWN | 40 | 31 |  |
| TOTAL | 5989 | 6736 |  |
| ETHNICITY |  |  |  |
| ASIAN/PI | 2202 | 2196 |  |
| BLACK | 1363 | 1480 |  |
| FILIPINO | 243 | 228 |  |
| LATINO | 711 | 818 |  |
| NATIVE AMER. | 31 | 35 |  |
| WHITE | 915 | 1024 |  |
| OTHER/MULTI | 155 | 170 |  |
| UNKNOWN | 369 | 425 |  |
| TOTAL | 5989 | 6376 |  |
| SPECIAL POPS |  |  |  |
| EOPS/CARE | 493 | 547 |  |
| CALWORKS | 62 | 38 |  |
| DSPS | 314 | 283 |  |
| MATRICULATED |  |  |  |
| FIN AID RECPT | 2626 | 2714 |  |

**III. Student Performance** **and Feedback**

1. **How do students who receive services perform?**

Currently there is no specific tool to measure the performance of students who participate in the multiple areas of Student Activities.

Based on data collected during a focus group of students and faculty who are involved with the Student Activities Office, students are able to navigate through the community college system and to serve as peer advisors for other students. Students who have participated in ASCOA and student clubs have continued to excel in student leadership and personal development. In this past year, ASCOA has managed to have representation of all student organizations participate on its Board. As a result of their participation, there has been an increase in student advocacy efforts as well as campus club events. Students express a sense of ownership of their college and community experience at COA.

Students and faculty advisors have expressed a need for better distribution of information and policies. Student Activities understands that in order to improve upon its services it will need to provide a better foundation and clearer policies that are equitable to student needs.

Campus Safety Aides have expressed satisfaction and a sense of belonging to the campus community through the various duties they perform. Job expectations varying from conducting campus tours to creating student ids, prepare the Campus Safety Aid for future employment opportunities while improving their personal, social, and technical skills. Although satisfied with their jobs, Campus Safety Aides still need appropriate training to improve their patrolling skills and to be better integrated into the Campus Safety Initiative. With a new facility that is centrally located on campus, Campus Safety Aides are more visible and available to assist with campus needs.

1. **What do students have to say about student services [CCSSE Reports 2007 & 2009 as well as other surveys]?**

The Community College Survey of Student Engagement (CCSSE) provides limited data regarding student involvement in co-curricular and campus life activities. Data related to civic engagement, campus involvement, and multicultural competency was reviewed in accordance to COA’s Institutional Learning Outcomes.

The following table is contains relevant information specific to Student Activities.

|  |  |
| --- | --- |
| **COA’s Institutional Learning Outcome** | **Student Responses from CCSSE (2007N= 454) (2009N=532)** |
| Personal Development and Management   * Develop self-awareness and confidence * Prepare for personal, educational, and/or career goals * Promote, maintain and/or improve health * Appreciate the value of life-long learning | How much has your experience at this college contribute to your knowledge skills, and personal development in the following areas? (%Very much + % Quite a bit/%Some/% Very Little)  Understanding yourself 2007 63%/23%/15%   1. 57%/28%/15%   Developing a personal code of values and ethics   1. 47%/33%/20%   2009 43%/34%/23% |
| Intercultural Literacy and Interaction   * Recognize and acknowledge individual and cultural diversity * Practice respectful interpersonal and intercultural communication * Recognize and understand the ideas and ideas expressed in cultural traditions throughout the world | How much has your experience at this college contribute to your knowledge skills, and personal development in the following areas? (%Very much + % Quite a bit/%Some/% Very Little)  Understanding people of other racial and ethnic backgrounds  2007 54%/33%/13%  2009 44%/38%/18%  Had serious conversations with students of a different race or ethnicity other than your own  2007 52%/28%/20%  2009 44%/33%/24% |
| Responsibility   * Understand and demonstrate personal, civic, social and environmental responsibility and cooperation in order to become a productive local and global citizen | How much has your experience at this college contribute to your knowledge skills, and personal development in the following areas? (%Very much + % Quite a bit/%Some/% Very Little)  Contributing to the welfare of your community   * + - * 1. 31%/35%/34%   2009 25%/36%/39%  In your experience at this college during the current school year, about how often have you done each of the following? (%Very often + % Often/%Some/% Very Little)  Participated in a community-based project as a part of a regular course   1. 11%/17%/72%   2009 8%/17%/75% |

This table indicates that the percentages of each particular learning outcome have dropped by 3% or more in 2009 as compared to 2007. The decrease in Personal Development and Management, Intercultural Literacy and Interaction, and Responsibility may be attributed to the recent budget cuts limiting student activities and leadership development. Student Activities needs to further investigate the causes of the decrease and work towards better supporting these institutional learning outcomes.

Although, CCSSE reported that in 2007 the participation in a community based project as a part of a regular course and in 2009 participation in college-sponsored activities (organizations, campus publications, student government, and intercollegiate or intramural sports, etc.) were both above the mean responses by the cohorts it unclear as how to students who participated in Student Activities performed academically and their personal development.

Currently, there is no specific assessment instrument used to assess the Student Activities Program. However, we will continue to look into the best instrument to assess the diversity of our program.

**IV. Program Effectiveness**

A. Interdepartmental/Program/Campus Collaboration

**1. List of memberships in standing committees and governance groups.**

ASCOA appoints representatives to participate in all standing committees and governance groups.

|  |  |
| --- | --- |
| **Standing Committee** | **Representative** |
| Student Services Council | Student Activities Advisor |
| Budget Committee | ASCOA Senator, Chief of Justice |
| C & D Building Committee | ASCOA Senator |
| College Council | ASCOA President, Vice President of Administration, Senator |
| Curriculum Committee | ASCOA Vice President of Administration |
| Community Relations Committee | ASCOA Vice President of Programs |
| Facilities Committee | ASCOA Senator |
| Matriculation Committee | ASCOA Senator |
| Safety Committee | ASCOA Senator, Campus Safety Aide |
| Technology Committee | ASCOA Senator |
| Landscaping Committee | ASCOA Senator |

**2. How does the unit (and committees in which unit participates) support other administrative, student services and academic units in the college?**

Through representation in standing committees, ASCOA representatives, the Campus

Safety Aide and Student Activities Advisor continually advocate on behalf of the student population. Information from the committees is then presented during the bi-weekly ASCOA Board Meetings where they can decide on the appropriate action that needs to be taken.

ASCOA events are organized in support of and in collaboration with other administrative,

student services and academic units in the college. As a part of the co-curricular learning experience, partnerships with instructional departments of the institution have been developed in order to create a Shared Governance/Student Leadership Learning Community. This community will focus on various tools for student empowerment, advocacy, and community organizing skills through a multidisciplinary approach. To further support the development of the Learning Community cohorts, the Student Activities Advisor is working with each community, Adelante, Amandla, and APASS to support their educational and community oriented projects. By developing a mutual relationship, the Learning Communities and the Student Activities Office can collectively create an environment that is supportive, welcoming, and engaging with all diverse communities. Students will be given opportunities to expand their learning experience beyond the classroom and to the broader campus community and hopefully their personal communities.

ASCOA coordinates its events to inform students of policy changes affecting their educational

experience and campus climate. For example, with the recent concerns with the AC Transit Easy Pass, ASCOA is working towards coordinating a Town Hall to ensure that the student population is fully aware of issue and can work collaboratively to create a resolution to the matter. The Office of Student Activities strives to support the different facets of the student college experience through leadership opportunities.

**B. Quantity of program/dept/service delivered** (student utilization of services and student engagement)

**1. How many students do you serve (unduplicated)?** Through the various components of Student Activities, we serve the entire student population.

**2. How many appoints do you have on any given day?** Students are seen on a drop-in basis and as many as 10 informal visits are made in any given day.

**3. How many contacts do you make with students?** Students are constantly seen through the various components of Student Activities and consistent contact is made during the hours of operation.

**V. Student Learning Outcomes**

Although the program has no formal SLOs, we strive to foster student development and leadership through:

* Creating a Community of Mutual Understanding and Respect
* Developing Critical Thinkers
* Providing tools for student empowerment, leadership, and advocacy
* Fostering personal development through critical self reflection
* Understanding of the individual experience as related to the global community
* Creating awareness and understanding of diverse communities
* Implementing a Social Justice and Equity perspective
* Organizational Management

**VI. Action Plan**

Student Activities will continue to strive to reach beyond its potential to provide better services to the entire student population and create a community of inclusiveness, collaboration, shared governance and mutual respect. Through the commitment of the individuals involved in Student Activities we are working towards strengthening our foundation and developing goals and mission statement. With a clear and collective understanding of the goals and mission of Student Activities, we can ensure that we will actively be reaching out SLOs and program goals.

In order to create a working foundation from which we can grow, Student Activities will be implementing a series of workshops facilitating leadership skills, cultural and social justice issues, tools for student clubs. Through collaboration with in house resources such as faculty and staff, we will develop a workshop series that students can attend to support their educational and personal growth. In addition, we will continue to work towards developing a Shared Governance/Student Leadership Community to provide resources and tools for student advocacy.

Support for Faculty Advisors will be developed through fellowships that can integrate with Flex Days. During this time, faculty advisors and the Student Activities Advisor can share resources and tips for supporting student leadership development.

Adequate training modules need to be implemented to expand the duties of Campus Safety Aides to meet college needs. These trainings will include diversity trainings, disaster preparedness, two-way radio training, first aid and emergency response trainings in addition to the current job expectations.

To support the development of student clubs, an orientation workshop will be developed along with a comprehensive Student Club Handbook. Information regarding funding processes, structural relationships, posting policies, and other resources will be provided during this time. It will also support the development of collaborative events by encouraging interaction amongst all clubs.

In the future, the program will look towards developing a Student Leadership Retreat for new and continuing student leaders to continue supporting their work and dedication. Students will be able to see and recognize the value of their work amongst supportive peers.

* If financial support were to be available to the program, we would benefit from:
* A functional workspace for ASCOA Executive Board and Senators equipped with computers and office supplies
* A furnished resource center for student clubs to meet, share information, and create publicize events
* Multicultural resources such as books, videos, DVDs, and posters to create a inclusive space for all students
* Uniforms clearly stating “Campus Safety Aides” and other equipment necessary to improve the quality of campus patrol
* Stackable and lightweight chairs to furnish the 1st floor of the F building to provide more space for events
* Updated computers that include Word programs so that students can work on their homework when computers are in use at the Library

Student Activities is an integral part to the college experience. Through student leadership development, it prepares students to move onto the next step of their educational or personal career. They are able to recognize and feel a sense of ownership over their college experience as contributed to their personal development. As students begin to develop a sense of ownership, it is likely that they will continue to strive and succeed through educational and personal challenges in life. With the tools of leadership and education, our students will be able to connect their personal, community, and educational experiences through the support of the Student Activities Office. We work to support the mind, body, and soul of our students. As empowered individuals, we are preparing our students to contribute to the global community in a meaningful way.

**Addendum**

**(1)  COA will fully evaluate and assess the impact of recent District financial decisions on the colleges’ ability to sustain educational programs and services.**

In preparing your response to #1, assess how the cuts were made, evaluate the effectiveness of how it has impacted our programs- was it the best way to make reductions (assess, reflect, and plan)?

During the funding reduction process, the Student Activities Coordinator, a Classified Staff person in Student Activities retired. It was decided by the (College Administration or District Office?) to eliminate the position and any budget allocated to the Student Activities department. The responsibilities of the position were assigned to the Dean of Student Services.

The Student Activities Office, which is now incorporated into the Student Leadership & Development Office, experienced changes that affected the organization and operation of the ASCOA, Student Activities and Student Clubs. Eighteen months after the reductions were made, a temporary adjunct faculty person was hired as the Coordinator of Student Leadership and Development to assist the Dean of Student Services in performing the duties needed to sustain the services and coordination of the Student Leadership & Development Office.

What were the processes used to make decisions about reductions, eliminations, or changes? Assess what went well with the process and what needs improving-codify the process with improvements.

What services/positions were eliminated or reduced due to the financial decisions that were made.

Positions Eliminated:

Student Activities Coordinator (Classified)

Services Eliminated

Services were not eliminated, but severely curtailed.

**(2) Provide Clarity on what specific impact the reductions or changes had on programs and services**

What are the impacts of those reductions to our programs, services at the Department level and institutionally?

Eliminating the Student Activities Coordinator position and transferring the duties and responsibilities to the Dean of Student Services had a significant negative impact on the department, students, and the institution.

The responsibilities of the Student Activities office included:

* Advisor to ASCOA (Student Government)
* Oversee Student Clubs
* Instruct Club Advisors of their duties and responsibilities
* Assist in developing ASCOA Budget
* Oversee expenditures
* Coordinate and Monitor finances of ASCOA and Student Clubs
* Coordinate Student Activities
* Coordinate Student Ambassadors Program (Select, Train, and Supervise)
* Coordinate the processing and disbursement of Student IDs
* Coordinate Vendors from community for on campus sales
* Coordinate the reservation process of the Student Center for campus activities
* Liaison to the Food Service Operator

The list of responsibilities was added to the responsibilities of the Dean of Student Services. The Dean’s office was already taxed with reduction of funds and resources of that office. All items of responsibilities listed were given limited attention due to the fact that the Dean of Student Services’ area of responsibility was increased without additional staff.

**Impacts**

* Limited training, advisement, oversight and direction for the ASCOA (Student Government) and Student Clubs
* Lack of advice and direction to ASCOA Officers
* Lack of process and procedures for student clubs and campus organizations
* No oversight of Student Center
* Poor quality of Campus Life

What are there any positive aspects to the reductions?

There were no positive attributed to the reductions

**(3) Describe the future impact of those reductions and changes will be at each college.**

           What are our plans going forward to deal with the reductions?

           Identify the opportunities to streamline our curriculum and programs.

A temporary solution for the past fourth semesters has been to hire a **part-time**, **temporary “Faculty Coordinator”** to advice, direct, and oversee the Student Leadership and Development department.

**(4) COA will provide an analysis of staff sufficiency and the quality of educational programs and services before and after budget reductions**.

3 year longitudinal study of student success indicators: degree/certificate completion, success in subsequent courses, students meeting their educational goals.

3 year analysis of staffing levels-faculty, staff, administrators-are we maintaining goals established in our program reviews?

**(5) Provide sufficient detail and evidence to evaluate the impact of these reductions on the overall educational quality of the college.**

We must use data to show the results of our evaluations and assessments are valid**.**

**(6) Describe how we intend to deal with any resulting negative impact.**

Identify the negative impacts and prioritize their importance.

Use this as an opportunity for planning on fulfilling our mission to become a learning college.

**Identify the negative impacts and prioritize their importance**

**Impacts**

* Limited training, advisement, oversight and direction for the ASCOA (Student Government) and Student Clubs
* Lack of advice and direction to ASCOA Officers
* Lack of process and procedures for student clubs and campus organizations
* No oversight of Student Center
* Poor quality of Campus Life

**Use this opportunity for planning on fulfilling our mission to become a learning college.**

Student Leadership and Development can be a vital part of fulfilling the mission to becoming a learning college. A full time Coordinator of Student Leadership and Development position needs to be established to develop a “Student Leadership Academy”. The Student Leadership Academy would include a series of workshops, seminars, participation in Student Government, Student Clubs, Community Service, development of campus events and mentorships. In learning and improving their leadership skills, students will take with them tools to use in their careers, community, and personal life. The students will reflect and learn about themselves to gain confidence in facing the challenges of life.