1. Assessment Plan - Three Column

PIE - Student Services: Student Life Unit

2. Where We Are Now: Year at a Glance

2020-21

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Summary of Notable Achievements: A: To Advance Academic Excellence and Student Achievement

⁻The Leadership Education And Development (LEAD) Program had an increase in workshop attendees and certificate completions with the implementation of virtual workshops, increasing access and demonstrated success. The Data for 20-21 is below with % difference to 19-20:

~ Workshops offered = 72 (+12%)
~ # of attendees at all workshops = 1,357 (+103%)
~ # of Personal Leadership certificate completions = 50 (+138%)
~ # of Organizational Leadership certificate completions = 47 (+123%)

⁻The LEAD program additionally launched the Pre/Post Survey evidencing the LEAD Program as an intervention program that impacted student leadership development. The survey used a 6 point Likert scale with 1 being strongly disagree through 6 being strongly agree assessing 6 key leadership areas in the two certificate programs: Personal and Organization Leadership. The Data for 20-21 is below:
PERSONAL LEADERSHIP:

~ Prior to LEAD 38% of students strongly agreed that they possessed self-awareness of their values and beliefs. After LEAD completion, 82% of students strongly agreed.
~ Prior to LEAD 61% of students strongly agreed that they possessed an understanding and appreciation for diversity. After LEAD completion, 82% of students strongly agreed.
~ Prior to LEAD 28% of students strongly agreed that they possessed an understanding of group dynamics, conflict resolution, and group dynamics. After LEAD completion, 81% of students strongly agreed.
~ Prior to LEAD 43% of students strongly agreed that they possessed an understanding of ethical decision making and why its important. After LEAD completion, 76% of students strongly agreed.
~ Prior to LEAD 28% of students strongly agreed that they possessed effective communication skills and techniques. After LEAD completion, 78% of students strongly agreed.
~ Prior to LEAD 28% of students strongly agreed that they possessed an awareness of their community and the role/responsibility that they play within the community. After LEAD completion, 73% of students strongly agreed.
ORGANIZATIONAL LEADERSHIP:

~ Prior to LEAD 42% of students strongly agreed that they possessed self-awareness of their values and beliefs. After LEAD completion, 90% of students strongly agreed.
~ Prior to LEAD 64 % of students strongly agreed that they possessed an understanding and appreciation for diversity. After LEAD completion, 85% of students strongly agreed.
~ Prior to LEAD 30% of students strongly agreed that they possessed an understanding of group dynamics, conflict resolution, and group dynamics. After LEAD completion,

83% of students strongly agreed.

~ Prior to LEAD 40% of students strongly agreed that they possessed an understanding of ethical decision making and why its important. After LEAD completion, 85% of students strongly agreed.

~ Prior to LEAD 19% of students strongly agreed that they possessed effective communication skills and techniques. After LEAD completion, 88% of students strongly agreed.

~ Prior to LEAD 27% of students strongly agreed that they possessed an awareness of their community and the role/responsibility that they play within the community. After LEAD completion, 83% of students strongly agreed.

⁻Associated Students leadership development included the implementation of a Canvas Hub for Associated students to supplement online trainings for 29 student leaders. Total engagements of the student leaders include viewing canvas 2,300 times and completing 259 course discussions.

B: To Support Student Access and Success

⁻Facilitated 86 planning meetings and distribution/return dates for the Laptop Loaner Program, serving over 4,000 in the academic year
⁻Created and implemented an online Associated Student Leader application process with 102 applications
⁻Adjudicated 398 student conduct cases online; a 113% increase from the 2019-2020 academic year
⁻Adjudicated 20 grievance cases online
⁻Social Media Analytics: Instagram Insights 25,784 Total Engagements (Likes 1,993, Comments 44 , Shares 551, Saved 145, Profile visits 745, Accounts reached 22,256, Website link visits 50); Facebook Insights 3,366 Total Engagements (Reached 3,134, Likes 129, Comments 5, Shares 4, Link Clicks 94)

C: Secure Human, Technological, & Financial Resources

⁻Attended and advocated for employee and student voice on Student Center Steering Committee
⁻Continued to maintain and utilize $2 million budget structure for Associated Students working with A.S. to pass legislation enacting use of unused funds for the subsequent academic year and deposit action annually into the student center reserve account
⁻Facilitated technological resource access for all Student Life employees to work remotely

D: To Foster an Atmosphere of Cooperation and Collaboration

⁻Facilitated annual pre-recorded and live awards ceremonies to maintain recognition events such as: New Student Welcome (460 attendees, 750 registered), Inspiring Women Ceremony (102 attendees, 33 nominations), Students and Educators of Distinction Ceremony prerecorded YouTube (660 views), and Student Leader and Advisor Awards Ceremony prerecorded YouTube) (239 views)

⁻Collaborated with Student Equity Committee and Humanities & Social Sciences Division to bring equity and diversity speaker, Dr. Betina Love with over 300 attendees who also received mailed copies of Dr. Love's book.

⁻Registered 832 voters through the online statewide advocacy campaign
⁻Provided 21 A.S. events online
⁻Mailed out 2 ,000 care packages to students engaged at our online events
⁻Recognized 175 Inter Club Council student leaders this academic year

Student Life Contributions to Campus:

⁻Eighteen Online Training Workshops facilitated: (LEAD Getting Involved on Campus, LEAD Budget Management, LEAD Recruiting, Members & Keeping them Active, LEAD How to Get Involved on Campus, LEAD Event Planning, Leadership & Team Building, LEAD Leading for Change, New Faculty Student Conduct Orientation, Student Conduct Board Hearing Training, Navigating Your Leadership Journey)

Campus Wide Service - Campus Wide Committees membership/service by Student Life Team

⁻College-Wide and Shared Governance Appointed: Laptop Loaner Program; Behavior & Wellness Team; Commencement Committee; Facilities Advisory Committee; Faculty

Association Scholarship Committee; Grievance Review Committee; Basic Needs Committee; Inspiring Women Committee; Students of Distinction Committee; Student Conduct Hearing Board, Womxn's Empower-meant Committee; TransferCon, Textbook & Instructional Related Materials Committee; BP/AP Virtual Recordings Group, Mascot Task Force, , Sexual Misconduct and Response Team, Student Life / EEO Title IX Committee, Student Center Steering Committee

‾Division-based: Minority Male Initiative, New Student Welcome Planning Committee, Grad Fest 2021
‾Department-based: Associated Students President's Cabinet, Associated Students Executive Board, Associated Students Senate, Associated Students Student Court, Educators of Distinction Committee, Inter Club Council

Program Planning for Retention and Success: Associated Students collaborated with the Student Equity Committee, Humanities & Social Sciences Equity Speaker Series Committee, ARISE and ASPIRE this academic year to bring Dr. Betina Love virtually to campus for a dialogue and book offering, and created diversity focused celebration shirts (API Excellence & Black Excellence) to be used for the subsequent academic year. Student Life manager collaborated with the Management Professional Development Committee to develop and implement a diversity exploration workshop for managers titled: Navigating Your Leadership Journey. Student Life and Associated Students collaborated with the Title V Planning Team to identify student leader committee representatives.

External and Internal Conditions Analysis: The global COVID-19 pandemic continued to be a driving force the impacted internal and external working conditions and programs/services that were provided through Student Life and Associated Students.

Internal: Additionally, work load of Director was impacted by Assistant Director's FMLA for four months in the fall. The increase of responsibility to the Director also included co-leading the campus Laptop Loaner Program, which involved daily management and monthly on-site event implementation throughout the entire year.

External: Long-term preparations were made with the Risk Management Office to support the development of employee remote work environments. Laptops, chairs, and computer equipment were supplied to all employees as needed. Due to pandemic, co-curricular events became the department standard and included Care Packages that were mailed to the students. Health and Safety protocols were incorporated in all event planning discussions.

Critical Decisions Made by Unit: Student Life maintained all workshops and trainings remotely. Associated Students also facilitated all events via online Zoom technology. CareKits were created and mailed out to student attendees of the A.S. events as a way to promote mental health & wellness through personal connections. Continuance of Campus Hub for A.S. Officer Training. Move to advocate for A.S. Budget at status quo funding and implementation of legislation to supplement loss and grow student center reserves. Positioned to advocate for Student Multipurpose Room over TV/Game room to support the diverse needs of recognized clubs and organizations. Moratorium on Red Cross Blood Drives for the entire academic year was determined as a result of campus closure. Continuance of Student Conduct Board Hearings via Zoom.

Contributors to the Report: Dr. Andi Fejeran Sims, Alejandra Gonzalez, Donna Balducci-Lopez, Leslie Hennings, Gabi Quiroz, Giovanni Rodriguez, and Julia Walker

Unit Goals	*Resources Needed*	*1. Where We Make an Impact: Closing the Loop on Goals and Resources*
Technology Improvements - Increase Student Engagement - 1. Work with IT to develop use of APEX software modules to increase LEAD participation and completion through marketing and technology 2. Revise club recognition database to create online database to house Club Constitutions 3. Implement BoardDocs software use for Associated Students meetings 4. Adjust Students of Distinction software program to require only one letter of recommendation.	**Report directly on Goal**	**Reporting Year:** 2020-21 **% Completed:** 100 Completed collaboration with IT to create, design, and implement pre/post LEAD survey data. Facilitated expanded meetings with IT managers to clarify constitution document inclusion and incorporation directly into the APEX system versus OnBase. Determination of BoardDocs use only for Legislative and Executive Board branches. Student Court and ICC would remain via AS Website posting of accessible documents. All legislation is current and online. Completion of Grievance process digitally through Q:Drive Fall 2020 and June 2021 conversion to Maxient. Donna Balducci-Lopez, Gabrielle Quiroz, and Dr. Andi Sims worked to develop

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
5. Explore use of Google form tracking forms for data collection of patrons served 6. Begin digitizing paper files, specifically Associated Students Legislation and place on new developed webpage **Status:** Inactive **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2020-21 **Goal Entered:** 09/01/2016 **Date Goal Archived/Inactivated:** 07/13/2021	**Report directly on Goal**	workflow for Maxient. Online templates and forms were initiated and testing completed. Launch of Maxient for Grievances was successful. Continued monitoring and upgrades are encouraged. (07/18/2021)
Staffing & Professional Growth - Ensure quality trained staff are in place to provide optimal services to the campus community. ASC I (x2 FT) for new student center office suites Conference and Travel funding for SL Classified staff Coordinator, Student Activities for Leadership/RSCOs **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2020-21 **% Completed:** 75 Included request of two FT ASCI for new student center SL/DSS Office and AS/Club Center Office suites in the 2021-22 Division New Resource Allocation Request for ongoing funds. Next phase would be development of Position Descriptions in preparation for NRA approval. These positions are critical to supporting the New Student Center opening in 2023. Request to move ASIII from 13 to fund 11 was removed as P.C. deemed the position appropriately allocated using student fee money because it is a position that directly supports Associated Students. Coordinator of Multicultural Center was removed and placed with VPSS on the College SEEC Plan. Manager, New Student Center M-13 was also removed from Student Life and placed on VPSS NRA. Conference and Travel remain a vital need for SL staff to stay current on emerging trends of student leadership engagement, responsibility, advocacy, and inclusion. Funding was requested NRA 21-22. Coordinator for Student Activities reclassification is what is needed to convert the Student Center Specialist to a Coordinator level. Difference of funds was also requested via NRA 21-22. Exploration of Associated Students fee allocation will be explored to supplement the reclassification of the the SCS (C79) to CSA (C105) as the position directly supports the

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
	Report directly on Goal	Student Club Office, Center, Recreation, Multipurpose Room, and all Club/Organization Officers. (07/13/2021)
	Request - Full Funding Requested - Administrative Specialist I Staff (x2) **Describe Plans & Activities Supported (Justification of Need):** Two full time administrative specialists to provide critical support in the new Student Center starting beginning August 2022. One will staff the Student Life and Dean of Student Services Office suite and other will support the Associated Students/Club Center suites. These personnel will provide quality services to support the increased student life office traffic and student life center expanded hours. Professional staff (as opposed to student staff) are needed who demonstrate complex understanding of campus policies/procedures and who demonstrate professional demeanor to handle sensitive customer service needs/referrals **Lead:** Andi Fejeran Sims **What would success look like and how would you measure it?:** Successful resource acquisition of salary (plus benefits) and successful recruitment/onboarding of two full-time administrative positions to support front office operations in the Dean,Student Services / Student Life Office suite and Associated Students/Club Leader office suite in new student center scheduled to open 2023. **Type of Request:** STAFFING: Requests for permanent employee positions or	**Reporting Year:** 2020-21 **% Completed:** 25 Continuous request of staffing support is reported on annual New Resource Allocation request for the division. This will be the 3rd year of request for NRA ongoing in order to sustain the opening of the New Student Center. (07/13/2021)

temporary/hourly employees.

Planning Unit Priority: High

On-Going Funding Requested (if applicable): 160000

Total Funding Requested: 160000

Request - Full Funding Requested - Conference & Travel Funding for Student Life Staff

Describe Plans & Activities Supported (Justification of Need): Provide professional development training aligned with program areas. The Student Life Office staff (7) needs continuous annual training to effectively perform job duties while staying abreast of current trends and laws. Specific certification is request for California Community College Student Affairs (CCCSAA), MaxFest for Maxient software program, Association of Student Conduct Administrators (ASCA) and additional state training for 1st Amendment, Title IX and VAWA compliance. This C&T request includes teleconference enrollment costs during COVID-19 pandemic.

Lead: Andi Fejeran Sims

What would success look like and how would you measure it?: $2000 assigned to each of the 7 staff members to ensure annual attendance at critical training.

Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not

Reporting Year: 2020-21

% Completed: 25

Placed on Division NRA request year 3. Need still remains as online training is available through CCCSAA, SSCCC, and NASPA. (07/13/2021)

require the assistance of POD.
Planning Unit Priority: Medium
One-Time Funding Requested (if applicable): 14000
Total Funding Requested: 14000
Request - Full Funding Requested - Coordinator, Student Activities (Leadership / Recognized Student Clubs & Organizations)
Describe Plans & Activities Supported (Justification of Need): Reclassification of Student Center Specialist to a permanent full-time position of Coordinator, Student Actiities to provide coordination of programs and services of leadership programs, recreational oversight of the student center, and oversee the training and development of Recognized Student Clubs and Organizations (RSCOs) faculty advisors to ensure Campus Security Authority compliance and risk management and student officers training (approximate training population of 500 college employees and students). Current salary line for C-79 plus additional $20k ongoing to convert to C-105.
Lead: Andi Fejeran Sims
What would success look like and how would you measure it?: Reclassification of Student Center Specialist position to Coordinator level position
Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.
Planning Unit Priority: High
On-Going Funding Requested (if

Reporting Year: 2020-21
% Completed: 25
Reclassification of Student Center Specialist to Coordinator, Student Activities is needed to focus on leadership development, recreational equipment of the student center, and training and development of faculty and student officers from the Recognized Student Clubs and Organizations. Need to discuss process for reclassification and acquisition of additional funding to secure higher level from C-79 to C-105. Submitted on Division NRA 21-22. Analysis of cost difference will also be explored through Student Activities Fee revenue.   (07/13/2021)

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
	applicable): 20000 **Total Funding Requested:** 77,000	
Improvement of Leadership Environment - Renovation and remodel of Student Life and Student Center Offices to provide appropriate services, advisement, and oversight of related programs. 1. Associated Students Canvas Hub 2. Acquisition of 3 stand up desks 3. Two-way radio set **Status:** Inactive **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21 **Goal Entered:** 09/01/2016 **Date Goal Archived/Inactivated:** 07/13/2021	**Report directly on Goal**	**Reporting Year:** 2020-21 **% Completed:** 100 Creation and implementation of Associated Students Canvas Hub for training and data tracking by cohort years completed. The development of assessment tools will be the next phase focus. Assessment of stand-up desk in current space was put on hold due to COVID and focus on new building of the new Student Center successfully included all sit to stand desks. Assessment of radio and vehicle eCart equipment needs will be completed this year for possible subsequent year NRA or through purchase by use of A.S. reserve funds. (07/13/2021)
Student Conduct & Grievance Development Improvements - 1. Provide additional information and resources for staff and faculty on the Standards of Conduct and Student Discipline Procedures. 2. Enhance conduct tracking system to capture categorical violations with annual cohort comparisons. 3. To Create/utilize satisfaction surveys and data reports. 4. To complete revisions of BP 5500 and AP 5520 5. To provide opportunities for learning and personal development 6. To complete the collaborative revisions and approval process of Judicial Directive 7. Explore need for additional staffing support in conduct area 8. Increase involvement and	**Report directly on Goal**	**Reporting Year:** 2020-21 **% Completed:** 75 Successful completion of AP 5520 and Judicial Directive revisions and approval acquired. Due to COVID-19, Grievance process was moved to digital technology in fall 2020 and transitioned to Maxient at the end of spring 2021. Development of student conduct reporting annual training and improved assessment/tracking methods will be focus of Assistant Director's professional goals. Revision of broad based goal to produce outcomes reportability. (07/13/2021)

awareness of Student Court, Judicial Branch of A.S.

9. Explore and create online process to manage Grievances.

Status: Inactive

Goal Year(s): 2019-20, 2020-21

Goal Entered: 06/21/2019

Date Goal Archived/Inactivated: 07/13/2021

Data Informed Progamming -
Develop assessment and evaluation tools for all services and programs of Student Life and Associated Students.

1. Track user data for each program and service area

2. Develop and implement assessment and evaluation tools for all services and programs

3. Enhance Budget tracking, accessibility, and usage

Status: Inactive

Goal Year(s): 2018-19, 2019-20, 2020-21

Goal Entered: 07/10/2018

Date Goal Archived/Inactivated: 07/13/2021

Report directly on Goal

Reporting Year: 2020-21

% Completed: 50

This goal will be inactive due to revisions of unit goals, specifically the development of the Co-Curricular Engagement Services: Determine the effectiveness of co-curricular engagement for students that utilize Student Life and Associated Students activities and services. (07/15/2021)