Student Development and Services
Annual Program Review Update Report
Fall 2010

Area 3
N/A

Area 5
5.1   The 2010 Educational Master Plan Environmental Scan indicates the following important pieces of information that impact what we do in Student Development and Services. The students in Associated Student Organization (ASO), Student Activities Council (SAC), and student clubs that plan events have to keep in mind the age and the ethnicity of AVC students. They focus on the first-time freshman population which is mostly (70.5%) high school graduates, under the age of 20. 40% of students who enroll in the fall do not re-enroll the next spring semester (page 55). This is why Student Development and College Activities focus on the needs of the above population. For Fall 2010, there has been an increase in Hispanic-related events but more emphasis will be needed. Also, future events will need to focus more on the specific needs of African-American students early in the Fall semester.

The Educational Master Plan Guiding Principals, especially numbers 8, 10 and 13, speak to the work that we do.
- Guiding Principal number is 8 is: Plan for appropriate changes to the college to embrace the diversity associated with the changing demographics of the student body. AVC will identify benchmarks for institutional learning outcomes and student learning outcomes and attain them for all groups in the student body.
- Guiding Principal number is 10 is: Work with education partners (high schools, universities, business, and industry) to improve student learning outcomes. Continue to support and expand current programs and seek out other appropriate collaborations.
- Guiding Principal number is 13 is: Enhance AVC's contribution to the culture and vibrancy of the community by adding new cultural, athletic, social, and student engagement activities, showcasing successful efforts and outcomes, and combining resources with educational, cultural and industry partners when appropriate.

There are also three Strategic Goals in the educational Master Plan that are significantly relevant to the Student Development and Services (page 19).
- Strategic Goal # 2: Strengthen and develop new external community connections
- Strategic Goal # 3: Develop a campus culture with a sense of community and a commitment to excellence.
- Strategic Goal # 4: Improve the utilization of new and existing resources to support all learning outcomes by strengthening organizational effectiveness through research, planning, and the shared governance processes.
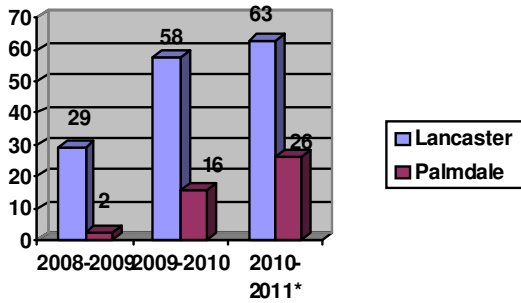
The number of students who participate in the events in SAC and ASO as well as the number of events held has increased especially at the Palmdale site since we now have a small Student Lounge in which to hold events. Results can be seen in the chart to the left.

*10-11 contains projected amounts

In June of 2010, the Board of Trustees approved the Student Court that was developed and submitted by ASO. Students were selected in Fall 2010 and training began. They hope to begin hearing cases in Spring 2011.

At ASO's planning retreat, they developed the following seven goals for this year:
  I.   Create and maintain the new Student Court.
  II.   Promote awareness of ASO to the campus and community.
  III.   Increase the fundraising effort.
  IV.   Promote campus pride that is much needed in our campus.
  V.   Strengthen and increase leadership.
  VI.   Create and maintain the Student Health Department.
  VII.   Provide resources and services for students in need.

ASO had their budget cut significantly due to the Bookstore not providing funds and no longer charging for replacement IDs. An institutional policy needs to be implemented on how many IDs can be issued before a student goes to Student Court for abusive replacements. Although their budget was reduced from $150,000 to $83,000, they continue to generate revenue from Concessions sales.
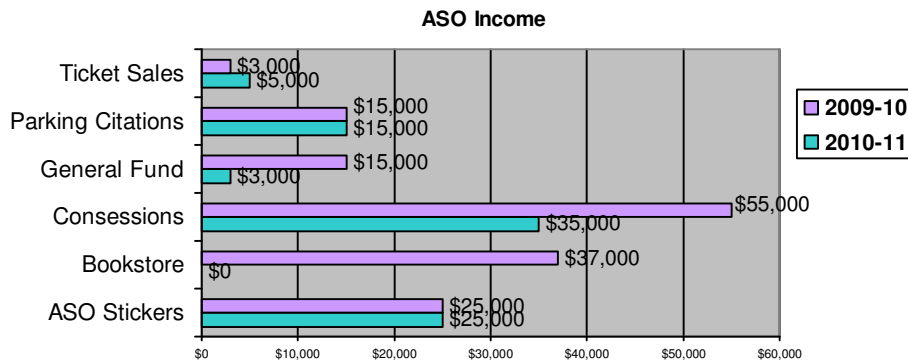

An area that has increased this past year is community involvement. Through one of ASO's goals, they are starting a campus food pantry. Many of the student clubs have followed suit and are doing a number of community service projects. ASO also has 25 businesses that they work with in the community.

Efforts have been made to advance the leadership skills of our students by the use of leadership DVDs which ASO purchased this past year, hosting a leadership workshop on campus, attending a leadership training program off campus and finding teachable moments to help students develop these skills. A leadership conference is planned for

November 19, 2010. The facilitators will be students who were previously certified at the National Student Leadership Conference.

There is still a great need for staff in this area. In the budget request cycle there has been a request for a Director of Student Activities and a Student Development Specialist to help provide additional support to the students in the programming and leadership areas on campus.
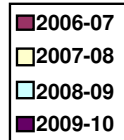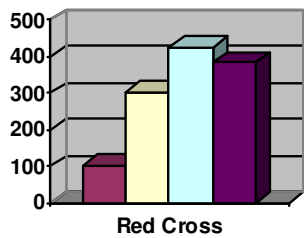
American Red Cross AVC Blood Donors	
2006-07	103
2007-08	302
2008-09	428
2009-10	384

Health Services has held more blood drives, HIV testing and other educational programming (see left) this past year at the Lancaster campus and the Palmdale site. This year we also included bone marrow testing.

With the opening of the Health Sciences building only two years away, a dialog has begun about the need for a permanent Health Services Center. A call has gone out to create a working committee which will begin spring 2011 to explore the aspects of creating an on-campus Health Center.

Staff needed to start Health Services would include nursing/medical personnel, mental health counseling personnel and clerical personnel.

The first SOAR graduation occurred in June 2010. SOAR is the 3rd highest ranking high school in California for their Academic Performance Index scores, 924/1000. Additionally, SOAR saw another year of 100% participation and pass rate of the 10th graders on the California High School Exit Exam (CAHSEE). The 31 graduating students transferred to a 4-yr College, attended AVC for a 5th year, or did not attend college in the Fall.
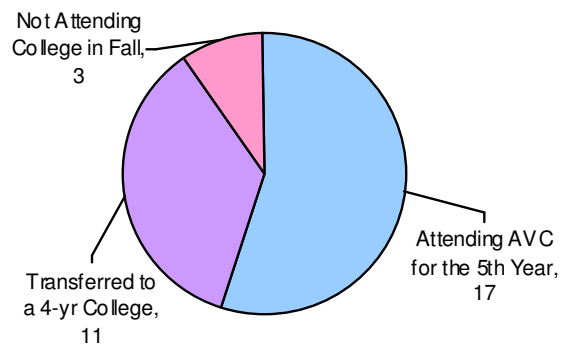
SOAR continues to receive an application pool that exceeds what we can accept (240 applications /110 accepted).

Personnel needed for the SOAR program is an Educational Advisor to follow up with students in all aspects of their educational planning and support in their educational experience.

While evaluating our SLOs, another change we made in the SOAR program to meet the needs of our 9th graders was to change the Summer Bridge program. Based on survey results, we first reduced the number of sessions but lengthened the time frame for each topic. Second, we provided more education to the parents of our 9th graders in a Parent University supported by a grant from the Foundation for California Community Colleges. The goals were to teach parents to better understand and communicate with their children, communicate better within the school system, to understand AVID, the developmental stage of teenagers, and the systems of higher education and the educational resources available. The parent feedback was very positive, and the results were reflective in the students' academic success as evident in that only one student did not meet the academic standard; therefore the students had a success rate of 96.5%.

Although Commencement changed its location back to campus and used the Brent Carder Marauder Stadium, we unfortunately did not increase the number of students who walk in the ceremony. The Evaluation and Graduation Office has been working on increasing the number of students who file for graduation. The first step is to get the word out that students need to apply and the Graduation Office is working hard to accomplish this aspect. The date for the 2011 ceremony is already posted on the web so that students, faculty and the public can begin to plan.

One other area of responsibility of the dean is to chair the Student Success and Equity Committee (SS&E). This committee completes the data for the Student Equity Report and educates the campus on the information. The report includes five areas: Student Access; Course Completion (Retention and Success) based on ethnicity, gender, age and disability status, for ESL, Reading, English, and Math classes; Degree and Completion Rates; Transfer Rates; and Action Plans. The data has been presented and approved. This year, the SS&E committee developed Action Plans which were presented to SPBC on October 20, 2010 which were posted to the group page on myAVC.

5.2 Progress toward recommendations

Since the last Program Review, the following recommendations were outlined and the action taken:

1. **Increase the awareness of the services specifically of ASO, Student Clubs and SAC**. ASO has hosted a Meet and Greet with Administrators, increased their business partners through their ASO sticker program, and hosted a table on campus titled "Ask Your ASO." SAC has increased their exposure by marketing their calendar of events, using the myAVC portal and advertising the AVConnect as a way to promote activities. We have the approval to use the Google calendar which is a goal for the spring semester.

2. **Create a formal leadership development program including online leadership opportunities.** The CCC approved the Leadership Team in the September 2009. Leadership workshops on campus have been planned and the next one is on November 19, 2010. Current student leadership will be conducting the workshops and ASO has

purchased DVDs to add to the Leadership Lending Library which will be used during the workshop. The long term goal is that we will create a Certified Student Leader program on campus. ASO continues to send students to the National Certified Student Leaders conference to be certified students leaders. AVC has 21 students certified.

3. **Create a permanent Health Services program on campus which includes physical and mental health services.** There has been no formal action on this item (see recommendation #16).

4. **Provide services to the Palmdale Center for ASO and SAC including college IDs.** We have conducted a number of activities the Student Lounge at the Palmdale Site. There is a plan for college IDs to be made at Palmdale but due to equipment issues this has not happened. The ASO is the only area within this recommendation that has not provided services to Palmdale as of yet. It is suggested that ASO hold an ASO meeting at the Palmdale site.

5. **Begin to measure the PLO and SLO for some of the programs/better assessment of learning within ASO and student clubs via SLOs.** We are always assessing the PLO and SLO in the area. But, when we began to enter the data into the WEAVE software, it was clear that some of the measurements and targets we determined needed to be re-evaluated. More dialog will occur during intersession and we will re-evaluate our measurements and targets.

6. **Hire a full-time Director of College Activities**. This position has been added to the budget requests for the Student Services areas for SPBC although the Student Development Specialist is a higher priority for the Vice President and the dean.

7. **Create staff positions to work with SOAR and concurrently enrolled students.** There is still in need for this position but no action has been taken.

8. **If we create a Health Services, (see other section of this report) hire the staff for the Health Services Center.** The movement on Health Services has not yet reached a point were staff is needed so no action has occurred on this recommendation.

9. **Hire a Student Development Specialist.** This position was placed as a high priority in the Vice President for Student Services budget list in the SPBC requests.

10. **Increase the use of technology to inform students of what is happening on campus**. There is a need to increase this service for students. Without full time staff to manage the web, it is difficult to keep the information current. The Web Administrator has been helpful in making some of the changes, but we have not been able to take full advantage of the technology. The goal during intersession is to do some of the training necessary to address this issue.

11. **Increase the space for ASO, SAC, and student clubs.** No action has taken place to resolve the real issue of moving either Student Development and College Activities or

CalWORKs out of the area. We have, however, reclaimed SCT 103 for programming and storage space.

12. **Have the ability to make student IDs at the Palmdale Center.** See recommendation #4 above.

13. **Invest in the upgrading of the Student Lounge.** No action has been taken on this recommendation.

14. **Better access to the dean that is more secure and safe.** No action has been taken on this recommendation.

15. **Increase the outdoor programmable space**. The SPBC Facilities Sub Committee has requested, through the campus, projects to be allocated to use the remainder of the Measure R funds. Many of these projects include outdoor programmable space. Additionally, the new buildings on campus will all have outdoor programmable space as well.

16. **Remodel APL 115 for a Health Services to include physical and mental health or create new space for a permanent Health Services**. Although the room number of this recommendation is not correct nor is the APL space the only possibility that is up for consideration, there is definitely a clear message that there is a need for a permanent Health Services. The SPBC Facilities Sub Committee has priorities to find space for Health Services allocating some of the remainder of the Measure R funds.

17. **Separate the office from CalWORKs since there are too many different functions in too small of a space.** No action on this recommendation has been taken.

18. **Find additional revenue streams for ASO and SAC to support students.** This has not occurred. There has been a reduction to the ASO budget from the Bookstore. ASO has seen some increases in the bottom line due to the revenue from the Concession Stand, Snack Shack and ticket booth areas due to a change in personnel and it reporting directly to the dean of the area. There is continued discussion to move these items from ASO and placing them into Auxiliary Services which would result in further reducing the ASO budget. There is a revenue source from the Bus Company for the Student Development and College Activities Office if we can begin to sell the Bus Passes. There are still unresolved technological issues.

19. **Find additional revenue streams for SOAR to support the program.** Although no additional revenue has been generated for SOAR, the issue of funding textbooks has been somewhat resolved by having the high school district pay for the college textbooks for students in high school. The issue for students in the 5th year is still unresolved.

20. **Find funds to support the Health Services to create an on campus Health Services (remodel costs and operations).** Efforts in the spring semester will begin to move

forward to create a funding source for Health Services. The need to have space on campus remodeled has been addressed but finding a funding source is continuing.

21. **Continue to gain more support from community businesses to support the students.** The ASO has contacted a number of businesses to have them be a partner with the ASO Sticker program. These businesses allow students to receive discounts. This has increased the business connections with ASO and AVC in the community.

22. **Hopefully, R.A.V.E. will be funded and enhance and expand these partnerships.** R.A.V.E. did not get funded and therefore is no longer a valid recommendation.

23. **Continue to look for more community partners for SOAR.** This is still a viable recommendation but no action has formally occurred.

AREA 6 Students and Program Learning Outcomes Assessment- Update Annually

6.1   In ASO and SAC there are a number of ways that students are assessed to determine if they are learning.

The PLO for the Student Development and College Activities department is:
Students will demonstrate an increased understanding of diverse perspectives, tolerance and cultural awareness.

The SLO is:
Student leaders will know how to develop, implement and plan college activities that support diverse perspectives.

When we began to enter the data into the WEAVE software, it was clear that we needed to do more work in this area. Although our PLO and SLO are clear, our measurement and targets need to be refined. During intersession, more time and effort will be spent in this area. Currently, when students attend conferences that use the Student Representation Fee, they submit a minimum two-page reflective paper within one week of attendance. This paper must discuss what they have learned and what they except to do with the information they gained. This paper needs to be used as part of a rubric. A more immediate measure is their demonstrated skill at meetings. As they learn a skill, such as parliamentary procedures, and practice these skills each week with different levels of success, they begin to see themselves grow. The Leadership Team is working on a pre/post-leadership test that can be used at the November 19th Leadership workshop to assess each student's learning that could be entered into WEAVE.

Although there is much discussion about the PLO and SLO with the students, I do not think that they are as involved with them as they could be. Efforts need to be taken to make them more real. As for SAC, they evaluate each program after the event to complete the process but not to truly understand how to improve and how to better impact the students. If I had more time to spend in the student development aspect, this issue would be more explored.

There has not been an evaluation of the students who attended the events to see if they are learning from attending the programs.

Quantity vs. quality has hit critical mass for ASO, SAC, ICC, and overall campus programming. We can no longer do more. In spring 2011, we will do fewer activities on campus but hopefully provide a greater impact. The students will learn more and I hope to have more time for planning and implementing events with them. Without a full time or an hourly employee, things have to be reprioritized so that they are more effective.

The PLO for SOAR is:
Students will demonstrate the academic maturity to value and balance high school and college to complete both within four or five years and matriculate to a four-year university.

The SLOs are:
1. Students will develop behaviors and social skills to master the high school and college environments. (Supports ILO 1: Analyze diverse perspectives from a variety of disciplines and experiences that contribute to the development of self-awareness.)

2. Students will value education and create a plan to complete their AA or AS at AVC and then transfer. (Supports ILO 2: Value and apply lifelong learning skills required for employment, basic skills, transfer education, and personal development.)

Evaluations from SOAR Summer Bridge indicate that students learned a lot about their ability to adjust to college life. Social skills measures are determined by participation in school dances, clubs and other engagement activities. The targets will be set during intersession. Data entered into WEAVE will be from last year and it will include high school and college test scores, GPA, students progressing to the next grade level, and graduation and retention rates.

The PLO for Health Services is:
Students will demonstrate healthy life choices and behaviors.

The SLO is:
Students will use medical services offered and information provided to develop a healthy lifestyle.

The data for Health Services has not been entered into the WEAVE software system due to the dean's lack of time. We have the numbers of students who participated in each event and/or service, but we need to address the level of changed behavior resulting from participation. This will be the challenge for our intersession dialog.

Area 9 Goals and Objectives – Update Annually

Goal #1: Find space that is better suited for the dean, CalWORKs and ASO, SAC, and Student Clubs
Objective: To allow each area to function in an environment more conducive to their programs. To provide the dean with a safe location that is not where money is kept.
Time Frame: within the next three years
Justification: Space is a significant issue for Student Development and Services.   The shared space with CalWORKs is difficult to work in and the space shared with ASO and SAC is very small. Over 22 people use that space on a daily basis. The issue of the dean's office being behind the counter where money is kept is a safety issue that creates concerns for the dean when meeting with students.

Goal #2: Obtain additional fiscal support for ASO
Objective: for ASO to have sustainable funding to support student activities
Time Frame: the 2011-12 school year and beyond
Justification: Fiscal support for the ASO has been reduced significantly this year by the elimination of the Bookstore funds which is a reduction of $37,000. This impacted ASO's ability to fund projects. The revenue generated by the Concessions Stand, Snack Shack and ticket sales at the athletic events has been significant. ASO officers have volunteered at the ticket booth and there has been no expenditure of student worker funds. There have been discussions to have these functions move to Auxiliary Services but, the function has stayed with ASO. This year, more than in years past, ASO has generated revenue and needs the funding to stay within the area as a consistent funding source that they can use to fund student-sponsored projects. If this funding moves, the District needs to increase the funding to ASO above their current $1,500 for supplies so that ASO can have a budget to operate.

Goal #3: Obtain additional fiscal support for Student Development and College Activities including SAC
Objective: To have Student Development and College Activities including SAC
have a level of funding that is sustainable to support student activities and not effect the college ID program
Time Frame: the 2011-12 school year and beyond
Justification: The Student Development and College Activities budget, which funds the SAC budget for campus programming for the Lancaster campus and the Palmdale Center, as well as the college ID supplies, has not increased in the past year. This has been difficult because there has been an increase in the ID supplies since we no longer charge for replacement IDs, thereby reducing the activities programming budget.

Goal #4: Obtain additional fiscal support for SOAR
Objective: To obtain funding for the 5th year students and other needs of SOAR students that can be used to support the program
Time Frame: the 2011-12 school year and beyond
Justification: The SOAR budget from the Foundation for California Community Colleges grant has ended. The only aspect of the substantiality plan is for the current high school students to have their textbooks paid by the high school district. The first bill has been sent to them for

payment. There is no clear plan for paying for the 5th year students' textbooks for the long term but, this year there are only 4 students enrolled that do not have Financial Aid. Therefore, more discussion is needed to determine how we will resolve this matter. Additionally, there are other funding needs that are critical for the SOAR program and funding sources need to be identified, such as the need for an Educational Advisor.

Goal #5: Create a permanent location and funding source to support an on-campus Health Services Center
Objective: Work with ASO to have a positive student vote on a Student Health Services Fee to fund a Health Services Center.
Time Frame; 2011-12 school year
Justification: Health Services is needed to support our students with health and wellness issues and mental health related concerns. This will increase our retention and success rate of our students.

Goal #6: Hire a Director of College Activities and/or a Student Development Specialist
Objective: To hire personnel to support the engagement of our students to their co-curriculum activities and the connection to the academic experience.
Time Frame; within the next 4 years
Justification: This will provide a full-time focus to the student development and leadership of the program to help develop the engagement of our students.

Area 10 Long Term Resources Planning (updated annually)
10.1 Staff needs include:
      Administrative Assistant – Replacement
      Educational Advisor- New
      Director of College Activities – New
      Student Development Specialist – New
      Health Services Center personnel- New

10.2 Facilities needed:
      Separate space for CalWORKs and Student Activities/ASO
      Safe space for the dean
      Space for Health Services Center
      Upgrade of the office computer for money and updated programs
      Conex for external storage for ASO