Area 3
N/A

Area 5
5.1   In the 2010 Educational Master Plan Environmental Scan there was important information that impacts what we do in Student Development and Services. We try to reflect the campus and greater Antelope Valley community in who we serve and what type of programs we hold on campus. The students in the Associated Student Organization (ASO), Student Activities Council (SAC), and student clubs plan events keeping in mind the age and the ethnicity of AVC students. They focus on the first-time freshman population which makes up a significant portion of the population of our campus in the fall semester. An example of this in fall 2010, there was an increase in Hispanic-related events but more emphasis is needed. Also, future events will need to focus more on the specific needs of African-American students.
The Educational Master Plan Guiding Principles, 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 process.

2010-11 Activities
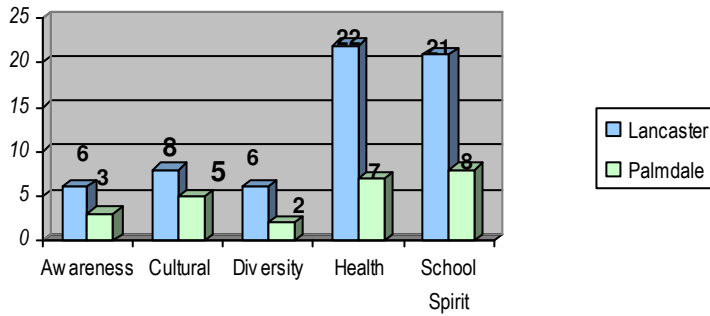
The number of students who participate in the events in SAC and ASO has increased. Unfortunately, the total number of events decreased due to a lack of funding for student workers. There were 25 events at the Palmdale Center and 68 events held at the Lancaster Campus. Results can be viewed in the chart above. There is a strong need to increase the funding for additional programs and staff.

In June of 2010, the Board of Trustees approved the Student Court that was developed and submitted by ASO. The students were selected and training began in fall 2011. They hope to begin to hear cases by the end of spring 2012.

ASO had their budget cut significantly due to the Bookstore not providing funds and no longer charging for replacement IDs in the previous year. Although their budget was reduced from $150,000 to $83,000, they supplemented their income through Concessions sales. In the end of spring 2011, it was decided that ASO will no longer be responsible for Concessions. They are attempting to generate more income through their sticker program and fundraising.

ASO Income 2010-11
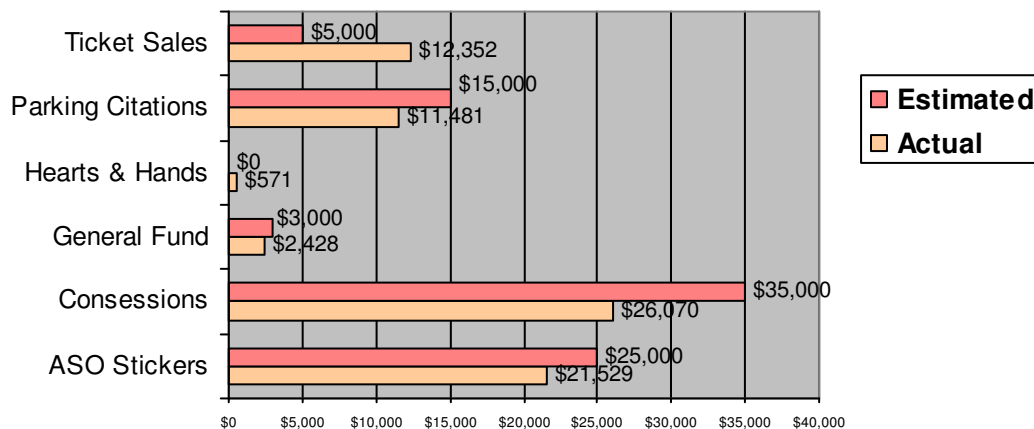
Through ASO's Hearts & Hands Food Pantry, AVC students have become more involved in the community. Students take an active role in donating to and volunteering in the Pantry.

Moved to Action

Be Involved 5
Recycle
11
Spread Awareness
Volunteer 21
26
48
Provide Donations
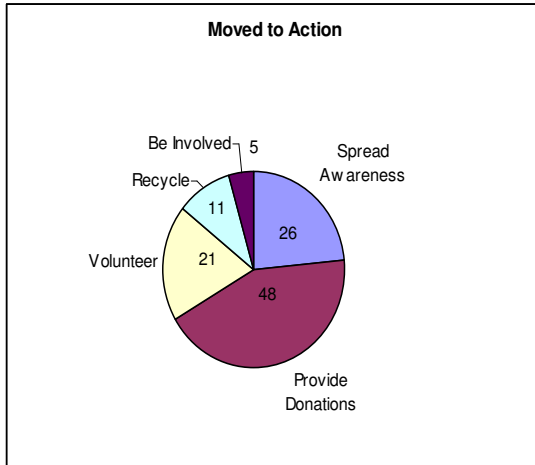
In fall 2011, ASO Hearts & Hands sponsored a Camp Coming Home event. The event spread awareness of homelessness. It involved donations, making peanut butter and jelly sandwiches for Grace Resource Center, Call to Actions, a Panel, and sleeping outside. The number of participants that were moved to action can be seen in the chart on the left.

The food pantry currently has 21 students that receive assistance with more applications coming in. The program has had positive feedback from the faculty, staff and students.

Efforts have been made to advance the leadership skills of our students by the use of leadership DVDs, hosting leadership workshops on campus, attending a leadership training conference off campus and finding teachable moments to help students develop these skills. Ten students will attend NCSL in November 2011 and they will assist in hosting a leadership workshop in March 2012.

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.

Red Cross
450 400 350 300 250 200 150 100 50 0
■ 2006-07
□ 2007-08
□ 2008-09
■ 2009-10
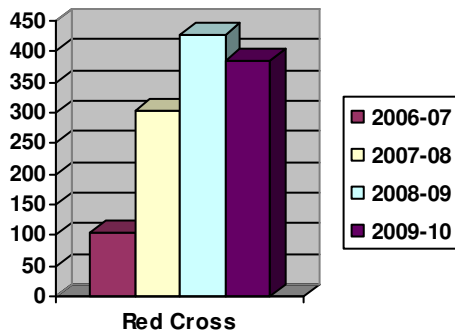
American Red Cross AVC Blood Donors	
2006-07	103
2007-08	302
2008-09	428
2009-10	384

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

With the imminent opening of the Health Sciences building, 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). Of the 31 graduating students all but 3 either transferred to a 4-yr College or attended AVC for a 5th year.

Not Attending College in Fall, 3

Transferred to a 4-yr College, 11

Attending AVC for the 5th Year, 17
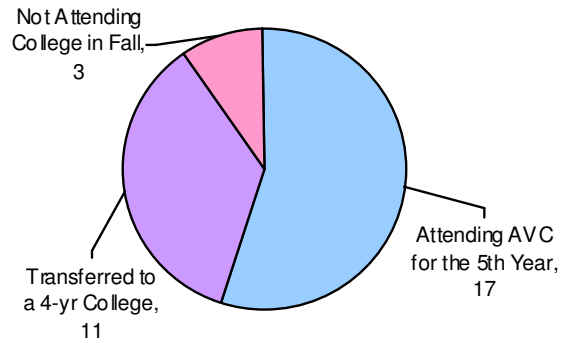
SOAR continues to receive an application pool that exceeds what we can accept (240 applications /110 accepted).

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 changed the format by reducing the number of sessions and lengthened the time frame for each topic. Second, we provided more education to the parents of our 9th graders with the creation of 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 and that has been the first step. The date for the 2012 ceremony is already posted on the web so that students, faculty and the public can begin to plan to attend.

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.

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 again hosted a Meet and Greet with Administrators, increased their business partners through their ASO sticker program, raised awareness of programs and services in the spring 2011 semester with a political rally and election where over 185 students voted. Prior to the election there was a survey conducted about establishing a Student Activities Fee and a Student Health Fee. The response was very high with 1099 student took the survey but only 42.7% of the students supported the Student Activities Fee. SAC has increased their exposure by marketing their calendar of events, using the myAVC email system 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 College Coordinating Council approved the Leadership Team in the September 2009. Students who wanted to attend NCSL in spring 2011 wrote papers prior to attending to support that candidacy as well as reflection papers upon their return. Many of the students who attended participated in the Certified Student Leader program. As a follow-up activity, these students will be conduct a workshop on campus for other AVC students which will reinforce their learning. ASO has purchased DVDs to add to the Leadership Lending Library which will be used for ongoing training. The long term goal is to create a campus Certified Student Leader program at AVC. ASO continues to send students to the National Certified Student Leaders conference (21 to date) to be certified students leaders and to other workshops for leadership experience for our students.

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 in the Student Lounge at the Palmdale Center. There is a plan for college IDs to be made at Palmdale but due to equipment issues this has not happened. The ASO held an ASO meeting at the Palmdale Center during Intersession 2010. There is a need to continue to address this issue when the permanent Director is in place.

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 became clear that some of the measurements and targets we determined needed to be re-evaluated. More dialog will occur during intersession and spring and we will re-evaluate our measurements and targets at that time.

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 position to work with SOAR and concurrently enrolled students.** With just under 400 students, there is still in need for an Educational Advisor for this area 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 where 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. Our office was given access to "Contribute," but we were unable to get trained in the summer due to a lack of staffing. Without the proper training, no action for updating our web pages has taken place.

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. SCT 103 is currently being used for the ASO's Heart & Hands pantry.

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

13. **Invest in upgrading 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.

16. **Remodel APL 115 for 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. The Bookstore has stopped giving all funds to ASO. 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. However, the Snack Shack closed permanently December 2010, Concessions moved to Auxiliary Services May 2011, while tickets booth sales remained with ASO. There is a possible revenue source from the Bus Company for the Student Development and College Activities Office if we can begin to sell the Bus Passes. Another possible source of revenue is a Student Activities Fee but this has not yet been approved by the students and the Board of Trustees.

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 still in high school. The issue of funding textbooks for students in the 5th year is still unresolved. There are no additional funds for the program beyond textbooks.

20. **Find funds to support the Student Health Services by creating an on-campus Student Health Service (remodel costs and operations). See # 3, 8, and 16** Efforts in the spring semester will begin to move forward to create a funding source for Student Health Services. In addition to the space issue, getting a Student Health Fee in place is necessary and ASO will be working toward that to present to the Board of Trustees.

21. **Continue to gain more support from community businesses to support the students.** The ASO has contacted the businesses that are currently involved in the ASO Sticker program to renew their discount agreements. They also are reaching out to new businesses to increase community involvement. These businesses allow students to receive discounts with the purchase of an ASO sticker. This continues to increase the business connections with ASO and AVC in the community.

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

AREA 6 Student 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 after attendance. This paper must discuss what they have learned and what they expect to do with the information they gained. A rubric needs to be developed to assess student learning. 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 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 after each program is completed but the students are not as connected to the SLOs as they could be so better measurement of learning tools needs to be developed for the students planning the events as well as for the students who attend. More time and effort needs to be spent in this area of student development.

Quantity vs. quality has hit critical mass for ASO, SAC, ICC (Interclub Council), and overall campus programming. We can no longer do more. Fewer programs will be planned for the 2011-12 year because there is fewer staff and reduced funds. Without a full time or an hourly employee, things have to be reprioritized so that they are more effective.

The PLO for SOAR is:

1. 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.
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 Student 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, 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 location that is separate from where money is kept and so that students won't have to pass behind the CalWORKs office to reach the dean. Time Frame: within the next three years.
Justification: Space is a significant issue for Student Development and Services dean.   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, SAC & Student Clubs
Objective: for Student Development and College Activities to have sustainable funding to support ASO, student activities, and clubs
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, has not increased in the past year.   This has been difficult because we no longer charge for replacement IDs and have had to absorb the increasingly expensive costs of ID supplies thereby reducing the activities programming budget even further.

Fiscal support for the ASO has been significantly reduced this year as well by the elimination of the Bookstore funds – 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. ASO sells stickers and a parking pass

combination. The district gives funds for parking tickets to ASO after funds goes to the student newspaper. These funds are not consistent and there has not been a true accounting process of how these funds are generated. 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 support student-sponsored projects. In the past, the District provided a supply budget of $1,500 for paper but that fund has also been eliminated.

Goal #3: 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 sustainability plan is for the current high school students to have their textbooks paid by the high school district. The 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 for 2011-12, there are only 4 students enrolled at AVC that do not have Financial Aid and therefore the SOAR program is paying for. More discussion is needed to determine how we will resolve this matter long term. 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 #4: Create a permanent location and funding source to support an on-campus Student Health Services Center
Objective: Work with ASO to support a Student Health Services Fee to fund a Health Services Center.
Time Frame; 2011-12 school year
Justification: A Student Health Services Center is needed to support our students with health and wellness issues and mental-health related concerns. This will increase our retention and the success rate of our students.

Goal #5: 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 which will 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

Student Health Services Center personnel (Multiple positions)- New

10.2 Facilities needed:
   Separate space for CalWORKs and Student Activities/ASO/student clubs
   Secure space for the dean
   Space for a Student Health Services Center
   Upgrade of the office computer hardware and software

Conex for external storage for ASO