

## **Student Development and Services Program Review Fall 2009**

This explanation is to help the reader better understand Student Development and Services' Program Review. The dean of the area oversees a number of offices which include Office for Student Students with Disabilities, Information and Community and Outreach, Job Placement Center, Financial Aid, and CalWORKs. The other functions that fall within the dean's responsibilities that are the direct responsibility of the dean are included in this Program Review as well as the committees the dean chair's which are Student Success and Equity and Commencement. The Student Services organization chart is included in appendix 1. The five areas within Student Development and Services that is included in this program review are:

- Associated Student Organization (ASO), Student Trustee, and Student Clubs (will be referred to as clubs throughout this report) - All students included in these groups are volunteers except for the Student Trustee who receives a stipend for attending Board meetings like other Trustees (the amount is half of what the other trustees earn).
- College Activities – These activities are created, organized, and implemented by a group of paid student workers, volunteers, and an hourly employee which was funded from fall 2006 to spring 2009. The group is called the Student Activities Council (SAC).
- Student Development Office – A number of activities are conducted, such as, college IDs for all students, faculty and staff; the sale of AVTA bus passes; the sale of ASO stickers, the sale of discounted theme park tickets, etc. Further information will be provided throughout the report.
- Health Services - Provides direct medical care to students once a week through contracted services with Antelope Valley Community Clinic (previously called Antelope Valley Partners for Health) that bring the Care-A-Van to campus each Thursday when classes are in session. Any student can make an appointment for illness treatment or prevention with the medical staff. Services to students with no health insurance are free and students with insurance are charged a \$10 co-pay. All academic and athletic required physicals are performed by the Care-A-Van. Also, health education programming is provided with the help of the Student Activities Council (SAC) students and community. This will be discussed throughout the report. Health insurance plans, brochures, information are also offered to students.
- Students on the Academic Rise (SOAR) High School - This is an Early High School Initiative and is a joint project with AVC and the Antelope Valley Joint Union High School District (AVUHSD). The goal is for students to complete high school in four years or less, complete their associate's degree within five years or less, then transfer to a four year university. The dean of the area serves as the main SOAR College Liaison.
- Commencement – is the formal graduation ceremony which celebrates the students' achievement in attaining their certificate or degree. The dean of the area coordinates the Commencement ceremony.

Area 1. CURRICULUM (if applicable)

N/A

Area 2. STUDENT SUPPORT AND DEVELOPMENT

- 2.1 The institution publishes admissions policies consistent with its mission and appropriate to its programs and follows practices that are consistent with those policies.

N/A

- 2.2 The institution provides all prospective and currently enrolled students with current and accurate information about its programs, admissions policies, graduation requirements, social and academic policies, refund policies, student conduct standards, and complaint and grievance procedures.

In all college publications, information about ID cards are explained, as well as, the ASO sticker which students can purchase. The student ID is free to all AVC students and is required for many of the services needed on campus. When a student receives his or her ID he or she is informed of the benefits of purchasing an ASO sticker. Information about how to obtain a refund on the ASO sticker is explained in the College Catalog, Schedule of Classes, Student Handbook and on the Student Development and College Activities and ASO web pages. The ASO Sticker refund is only allowed if the student withdraws from AVC within the first two weeks of the semester. This is also true for the \$1 Student Representation Fee that all students are required to pay unless they request a waiver. The purpose of this fee is to represent the views of the students on a local, state, and national level.

Health Services are also explained to all students in the same locations as stated above and the information is also located on the Health Services' website. There is also a rack on the wall outside SSV180 next to the elevator with valuable information, such as, insurance plans, domestic violence information, health issue brochures and flyers, etc.

SOAR is mentioned in the Student Handbook and on the website, and has been listed in the Schedule of Classes as a featured article in the past. Additionally, SOAR was featured in the Foundation Newsletter. SOAR has a web page and a number of articles have been written about SOAR in the local area newspaper, the *Antelope Valley Press*. SOAR is a joint program between AVC and Antelope Valley Union High School District (AVUHSD). Each student and their family complete an application and an interview to be accepted into the program. Therefore, there is an additional admission process for each student as they must also enroll at AVC. By law the high school must provide an educational experience to the students in the district but they do not need to provide them with this type of educational experience. All students from the AVUHSD can apply for the program if they meet the admission criteria as outlined in the brochure and application (see appendix 2 and 3). To ensure that this population is reached there are a number of outreach events and there is information on the website. The process begins with outreach events at many local middle schools where information about SOAR and AVC is shared, as well as, table displays and

information at AVC community events held by the AVC Outreach Office. Flyers with the dates of the outreach locations and where the applications will be given to distributed to area middle school as well as on the SOAR website located through the AVC website. A copy of the 2009-10 outreach dates is in appendix 4.

Applications are paper screened, including the recommendations from the student's middle school, and test scores reviewed. Students who are selected for an interview are interviewed first by themselves and then with their parents. From the applications we receive, about 100 students per freshman class are selected each year.

- 2.3 The program identifies the educational support needs of its student population and provides appropriate services to address those needs.

Students are informed about ASO and clubs and how students can get involved in these programs through the website, emails and the use of the campus portal announcement system, the College Catalog, the Schedule of Classes, and the Student Handbook and in person at the office, as well as, fliers and posters on campus. The ASO and clubs have events on campus called Club Days for the purpose of informing and recruiting students to get involved. The idea of shared governance is explained and the importance of students getting the most out of their educational experiences is emphasized. Through ASO and clubs, student learning takes place that supports and enhances their classroom education. Area 3 will discuss PLOs and SLOs in more detail. This has been supported when AVC conducted the Community College Student Engagement Survey (CCSSE) in spring 09 (appendix 5). The results of the survey indicate that the students felt their educational experience outside of the classroom was equal to that of other community college students across the country who participated in this study.

In fall 2008 a student survey was conducted (see appendix 6). ASO provided gift cards for three students, who the Institutional Research Office selected by random sample to encourage student participation. The end result was that 437 students participated. The survey showed that only 55.6% were aware of the services and functions of Student Development and College Activities. However when asked if the student had an AVC ID 97.2% said they did have an ID which is a service provided by the Student Development department. Only 54.9% were aware of ASO and its function. When asked about the Snack Shack only 36.0% said they were aware of this service. It is clear that more advertisement and outreach must take place. 51.4% of students who have attended AVC for more than one year feel that there was a more active life.

When asked about student clubs in the same fall 2008 survey, 71% said they were aware of the clubs on campus, but only 12.3% of the students who participated in the survey said they were involved in any clubs. A large concern of the dean of this area has been the lack of formal leadership training we provide to the students on campus. The survey results indicate that only 15.4% of the respondents felt that their club involvement improved their leadership skills.

In informal surveys the ASO and SAC members have held, it was found that there is a need to better serve the students in Palmdale. Each semester greater efforts have been made to meet the social and cultural needs of the Palmdale students. The expansion of the Palmdale

facilities allows for greater opportunity to accommodate these requests. Assessing the needs of all the students in Palmdale is an ongoing challenge. There has been varied success, therefore, which events work best is still being assessed in Palmdale.

Through web services, emails, the College Catalog, the College Schedule of Classes, and the Student Handbook students are informed about Health Services. There are three departments on campus that refer students for academic physicals to reduce the cost to the students and to AVC. These departments are Health Sciences, Physical Education and Fire Technology. Health Services provides direct medical care to students once a week through contracted services with Antelope Valley Community Clinic who brings the Care-A-Van to campus each Thursday when classes are in session. Any student can make an appointment for illness treatment or prevention with the medical staff. Uninsured and qualified under-insured students can receive services for free, and students with insurance can use the services for a \$10 co-pay. The number of students receiving services per year from 2002-03 until 2008-09 is included in appendix 7. Once a year flu shots are provided, for a small fee, to the students and employees to help ensure that they stay healthy. The Care-A-Van also provides referrals, specifically for mental health services. There is a great need for this at AVC and this is one way to address the concern. The need to expand the mental health services of AVC students is critical and there is very little help in this area.

One area of critical concern is the mental health and personal well being of students. In fall 2008 the President directed this office to develop a strong focus on domestic violence. A campus and community coalition was created and a number of activities and a brochure to educate and advertise the program was created for spring 09 (see appendix 8). A Professional Development program proposal was approved for fall 2009 to provide faculty the education and support they need. The goal is to provide resources, prevention, if possible, and direct services to survivors in the future. The area of mental health, not only domestic violence, but all issues of mental health is critical and necessary for a campus our size.

Health Services will continue to work to collaborate with the campus and the community to find ways to address this need. Future plans for the Health Services areas include 1) increasing the number of students using the Care-A-Van, 2) partnering through a grant with a medical facility to build an on campus Health Services Center, 3) plans to remodel the Student Center to include a full Health Services Department (currently there is no funding for this project), 4) remodel APL 115 once the Health Sciences moves into their new space, 5) develop a student referendum to assess students a health services fee to begin to raise funds for a Health Services Center. In the fall 2008 Student Development survey, a question was asked if students would support additional Health Services on campus and 85% of the respondents said yes. The second question in the survey was “Would you be willing to pay a small fee for campus health services” and 58.9% said yes. Since July 2009 the Dean of Counseling and Matriculation has added personal counseling as a part of their program by offering personal enrichment groups to students. Closer coordination with Counseling and Health Services will be necessary to move forward on these future plans for Health Services.

Student Health Insurance Plans that students can purchase on their own are also provided through Health Services. These are student discount plans with reduced rates for students so that students have choices depending on the coverage they need.

The health educational programs which are provided regularly are blood drives, educational programs and health fairs. In the fall 2008 survey, only 17.5% said they participated in on campus blood drive. Of these students they have participated 1-2 times. As the population has changed over the last few years, Health Services has added a number of programs that has focused on breast cancer and AIDS awareness, and other sexually transmitted diseases. Health Services has held a number of AIDS testing days on campus and added a Sexual Responsibility Day in spring 09 to discuss this important topic.

Commencement is an exciting time for the students, so to help explain what will be occurring, four ways have been created to help inform students. First, the personal touch from the staff in Evaluation Office, who are on the Commencement Committee, give the student the information verbally. Second, the website has all the important information. Third, a brochure was created (see appendix 9). And last the dean of this area holds a practice the day before at the location to assure that the ceremony runs smoothly. The atmosphere is fun and light hearted, but the goal is to help answer everyone's questions and to make the special day memorable and relaxed.

SOAR has a number of measures to determine that the students' educational needs are being met. The most common are the quarterly benchmarks, which are aligned with the California Standard Test and are incorporated into the teachers' grading system, found in appendix 10. In every subject area, SOAR out performed the district average for both 2008 and 2009. Additionally, the Academic Performance Index (API) score of 816 in 2007, 860 in 2008 and 890 in 2009 have been the highest of all high school in the AVUHSD (appendix 11). Although these are high school measures, the result is overwhelming and indicates that what is occurring at SOAR is very different than any other high school in the Antelope Valley. The students take the California High School Exit Exam (CAHSEE) exam and the first year 95% passed and the second year 100% of the sophomores passed.

The data for the success of SOAR students in college classes has been outstanding. Although there is not a way to compare this to all other college students, the data shows that the students in SOAR have been successful in college (see appendix 12). For the few students who have had some difficulty in either their college or high school classes, they are either removed from the program and returned back to a comprehensive high school or are placed on academic probation and are required to attend supervised study hours.

In 2008 a short Commencement survey was conducted asking students who filed for graduation if they planned to participate in the 2008 Commencement ceremony and 73.9% said they would participate. There has been a desire to increase the number of students who participate in the commencement ceremony.

- 2.4 The program involves students, as appropriate, in planning and evaluating student support and development services.

The role of the adviser is to guide the students but the decisions and outcomes are up to the students. Often this results in more creative and bold results. If strong leadership is not there, the outcomes falter, which is evident in the number of clubs that do not re-charter

from year to year. This frequent lack of stable leadership was impacting the Campus Activities area which is why in 2003 the dean created the Student Activities Council (SAC).

SAC's function is to plan institutional events such as Founders' Day, Black History Month, Cinco de Mayo, Tolerance Week, etc. Because of their significance to the college, it is important that they occur. The particular nature of each event is mostly left up to the student planning group, SAC, with input from the hourly employee, (when there was an hourly), the Accounting Assistant II, and the dean, but the main general ideas are the students. In surveys given to students, ASO's Ice Cream Social Survey in fall 2009, and SAC surveys in spring 2009 and spring 2010, SAC asked students what types of events they would like to see on campus and these ideas are incorporated into future events. The most common is concerts, dances, carnivals, car shows, movie nights, and fashion shows (see appendix 13).

The types of programming done through Health Services such as AIDS Awareness and testing, Sexual Responsibility Day, and domestic violence awareness and prevention have come directly from the types of cases that the Care-A-Van sees. Additionally, the collaboration with the staff of the Care-A-Van has been instrumental in working with the community in the health fairs on campus. Another way students are used in the planning is with the academic program; students from departments such as Respiratory Health help do the screenings.

SOAR students are involved in the co-curricular events of the students in many ways. A SOAR student is elected to serve on the School Site Council. Also, the high school has a Student Government called ASB (Associate Student Body), a yearbook, and many student clubs as part of the high school program. There are class officers and class activities for the freshman, sophomore, junior and senior classes. School dances, Prom, awards ceremonies, and study nights are very much student driven. The College Liaison has peer mentors, called SOAR Ambassadors, who help the new students adjust to the school, host Homework Clinics held Friday afternoons, and serve as guides during Summer Bridge.

In 2008 additional funding was received from the Foundation of California Community Colleges for the Summer Bridge program. A survey was conducted of both the ninth grade students and the SOAR Ambassadors to gain insight into what the students liked and disliked for future planning. The 2008 results were used in planning the 2009 program; appendix 14 shows the results from both the 2008 and 2009 Summer Bridge programs.

- 2.5 Admissions and assessment instruments and placement practices are designed to reduce bias and are regularly evaluated to assure effectiveness.

N/A

- 2.6 The program provides appropriate comprehensive, reliable, and accessible services to its students regardless of service location or delivery method.

ASO decided to focus on the Lancaster campus. In the 2008-09 budget, a line item was created specifically for Palmdale for the first time, as well as, the Library Book Reserve funds were dedicated to the Palmdale Book Reserve. In the late fall 08, the first ASO meeting was held in Palmdale and the students were able to see the facility first hand.

Monies were earmarked to purchase a bulletin board and display rack for brochures. There is a Senator's position whose responsibilities are to be in contact with Palmdale and make sure that the needs of the students there are addressed. ASO has discussed this but more could be done. In the past there was a student club that tried to be chartered from Palmdale but the ICC rules of having to attend the ICC meeting twice a month made it difficult for students, and therefore the club members did not continue to attend.

SAC held a few events at the Palmdale campus since the fall 08 semester with limited success. It has been difficult to find times when students are not in classes to hold the events. During fall 09 there have been some successful events and more efforts will be made in surveying the students in determining their needs and time frames so that programming is more successful. In addition, finding a feasible location and adequate space has also been difficult. Continued efforts to meet the needs of the students in Palmdale are a concern for SAC.

Due the cost of the ID machine and the other services being cash related, no services from the Student Development and College Activities Office are offered at the Palmdale Campus at this time. There will be a need to be able to make student IDs available as more student services are added in Palmdale.

Currently, Health Services are only offered on Thursdays at the Lancaster campus when classes are in session and not at all on the Palmdale campus. There is health related programming at both locations but it is more limited at the Palmdale campus. Information about health insurance plans is available on a rack located outside the Student Development and College Activities Office in SSV 180. Currently, students can access information about insurance plans on the web site, but there is a need to move this online so that students can link directly to the insurance company web sites. This will remove the concern as to what campus the students attend.

At this point the Administrative Team of SOAR is not planning to create an early college high school program at the Palmdale campus although we are working on the Educational Master Plan and will be proposing another Early High School for Palmdale since many of our current SOAR students come from the South Valley. We currently allow SOAR students in 11th grade and higher to take a class at Palmdale with parent consent.

- 2.7 The institution, in keeping with its mission, creates and maintains a campus climate that serves and supports its diverse student population.

One of the strongest additions in the last six years has been in the area of diversity programming. During the last accreditation study the visiting team commented on this fact. The ASO along with the student clubs has co-sponsored a number of events over the years with SAC on many of the diverse activities planned for the campus. The list is long and every year many of the events are repeated but to keep them fresh, the theme and the content change. For example, Black History Month Celebration, Tolerance Week, Cinco de Mayo, Hispanic Heritage Celebration and Native American Celebrations occur annually but each year something different occurs. This comes about because of the changing nature of the students involved. The list and fliers of the diverse programming is included in appendix 15.

Health Services has addressed the health care needs of both men and women. In most recent years a strong emphasis has been placed on topics such as AIDS awareness, screening, and prevention; cancer prevention, health fairs, and overall healthy life style choices. There has been a change in the students when snacks are provided. Healthy choices and vegetarian options are provided. This is being done for two specific reasons. First, more students are homeless and the free food they eat at the event is often the only food they are eating for that day. The goal is to provide healthy foods. Second, it has been noticed that choices that students make from the cafeteria menu are made based on price, not nutritional value. The goal is to show students how to make inexpensive alternative choices that are healthy so they can learn to make better decisions. Sample flyers are attached in appendix 16. Another strong emphasis for Health Services has been in the area of Blood Drives. Two banks are hosted, the Red Cross and the AV Hospital. The units obtained and the number of people who participate are included in appendix 17. This year, 2009-2010, Blood Drives were also held at the Palmdale Center campus.

SOAR serves a very diverse student population which is reflective of the high school and college population. All students are required to provide their own transportation which for some is a difficult challenge since many live in the far South Valley such as Lake LA and Littlerock and the travel distance can be up to an hour one way or more if the student travels by public transportation. The ethnicity, gender, and Zip Codes (indicating travel distance to AVC) can be found in appendix 18.

One of the areas of responsibilities of this dean is to chair the Student Success and Equity Committee. The main function of this committee is to complete the data for the Student Equity Report and educate 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 most recent 5 years of data of the Executive Summary report is included in appendix 19.

- 2.8 The institution supports a co-curricular environment that fosters intellectual, ethical, and personal development for all of its students and encourages personal and civic responsibility.

The main function of ASO, Student Trustee and student clubs is to foster a sense of intellectual, ethical, and personal development for all of its' students and encourage personal and civic responsibility. ASO, the role of the Student Trustee, and each club does this in different ways, but the concept of getting involved in one's community and working to make things better, improving their leadership, communication, social, intellectual, and altruistic skills are critical to our campus and community at large. All clubs on campus must have a faculty advisor and it is the goal to have a relationship that fosters a positive interaction between the students and the faculty. Often the clubs are academic related and the out-of-classroom experience is enriched. But many times the club is based on common interests shared by people of like minds and unrelated to academic matters. The exchange of information and learning together is what creates outstanding learning opportunities between students and advisors which is very different than that of student and teacher.



There has been a need for a stronger leadership development program at AVC and in fall 2009 the College Coordinating Council (CCC) approved a committee, that the dean formed, called the Leadership Team whose purpose is to create leadership development programs and opportunities for the campus. In the fall 2008 a group of ten students attend the first National Student Leaders Conference in Boston, and took the track to be National Certified Student Leaders; nine of the students passed the test. These students came back to campus and helped plan and train other campus leaders and hosted the fall 2009 on-campus workshop. From that group, students were able to apply and attend the National Student Leaders Conference in Los Angeles where another group of students took the same track to become National Certified Student Leaders and they all passed. There is another group planning on attending in spring 2010 and we are moving to an online program so that even more students can become certificated.

SAC, even though it is a paid position, is one of the best learning opportunities for students. The experience the students receive allows them to really have the opportunity to work in many different aspects of event planning. Since the students have the opportunity to create the programs, they are tasked with researching the information necessary to put on the event. An example of this is the students wanted to put on an event for Chinese New Year in February 2008 for Welcome Back. So they created the Welcome Back theme around the Chinese New Year. They researched the information, contacted our Chinese faculty to involve them, and worked with the Cafeteria to have Chinese food to support the event, and decorations that would complement the program. Additionally, they researched the internet and worked with our student Asian club, because none of the SAC students understood the culture and did not know anything about the Chinese New Year. That is how this group approaches events that are outside of their comfort zone (and most of their events are) to help them bring to the campus the most authentic events possible. A sampling of the kinds of events held on campus can be found in appendix 15.

One of the key goals of Health Services is teaching people to take personal responsibility to improve their overall health. Most of the programming includes learning about what the individual can do to change their behavior to make better choices to live a better and healthier life. Examples are stop smoking, Health Fairs, Nutrition Day, Sexual Responsibility Day, AIDS testing and awareness, blood pressure screening, cancer prevention, etc. A sampling of the kinds of events held on campus can be found in appendix 16.

SOAR has many different after school activities that students can get involved in that foster intellectual, ethical, and personal development for all of its students and encourages personal and civic responsibility, such as, the National Poetry Reading Contest, Bi-annual Final Exam Study Night, Math Field Day team, the Edison Challenge and community fund-raising events such as the American Cancer Society Relay for Life. In summer 2008 we began Summer Bridge to help incoming students understand what their intellectual and personal responsibilities are at SOAR. This Summer Bridge program has been very successful. The results of the student evaluations for 2008 and 2009 are included in appendix 14. At the fall 2009 Early College Conference the success of AVC's 2008 program was presented to the other programs in the state as a model program.

- 2.9 Student records are maintained permanently, securely, and confidentially, with provision for secure back up of all files, regardless of the form in which those files are maintained.

All records on ASO officer, student workers, and SAC in Student Development and College Activities Office are kept confidential and are securely kept in a locked file cabinet or the walk-in vault. When making IDs at the front counter, students are asked to write out their 900 student number or their social security number. The numbers are never spoken out loud.

Health Services records are not kept at AVC but appointments sheets are kept in the Student Development and College Activities computer. The sheet is sent electronically to the Care-A-Van staff on Wednesdays so that patient charts can be pulled. When events, such as, AIDS testing are conducted, this is done through an outside group and great care is taken to ensure student confidentiality and privacy, such as, blocking off a screened area and securing the sign-in sheets.

SOAR records are kept in two locations. One location is the SOAR office where official student high school records are secured. The dean's office also has files on each student which has mostly college related information, such as, assessment scores, copy of college educational plans, letters of congratulations or probation, and information about any late fees. These records are in a file in the dean's Administrative Assistant's office.

- 2.10 The program systematically evaluates the appropriateness, adequacy, and effectiveness of its student services and uses the results of the evaluation as a basis for improvement.

Throughout the semester, ASO officers talk about what they have learned from the event they plan, as well as, any feedback received from the students. In fall 2009 Ice Cream Social students were asked about their involvement and signed up to volunteer in ASO. In SAC surveys were conducted in spring 2009 and 2010 to determine the kinds of activities students want to see happen on campus (see appendix 12 for survey results).

At the end of every year, ASO and the clubs hold an Annual Leadership Recognition event to thank the student leaders for all their hard work. There is a slide show that allows the students to reflect on what has been accomplished. Once the new ASO leaders are elected there is a time for the "old and new" leaders to work together and "pass the gavel" and share with each other lessons learned. What is missing is gathering evidence of what is occurring within the clubs. The dean has the information on what they are doing, but not necessarily what they are learning. This is a challenge and a SLO for this department.

SAC has held a number of events, but has not received student or employee feedback as consistently as they could. There was a comprehensive survey conducted during fall 2008 and many informal ones during the past several years. The results indicated that most students participated in Welcome Week (86) followed by Breast Cancer Awareness (61), and then Health Fairs/AID Awareness (50). When asked what event changed their behavior the most, the highest ranked event was the Health Fair/AID Awareness with (24). When asked which events made them feel most involved and connected to AVC, Welcome Week was as rated number one with 42 students responding, followed by Homecoming (21), and the Haunted House/Halloween (20).

The dean of this area chairs the Student Success and Equity Committee. In the spring of 2008, the committee conducted the CCSSE survey, which was funded by the Enrollment Committee. The results indicated that AVC students felt there was more support for them outside the classroom as defined as “Support for Learners” at 51% compared to the other larger schools in the study who responded at 49.3% and 50% for all schools combined who participated in the study. The full results that were presented the campus at many events, committees, Board of Trustees meetings, and at a Professional Development presentation are included in appendix 5.

A Summary of the findings and their significance.

The student support and development that is provided by the Student Development and College Activities Office to the campus community is very overwhelming when you look at how many full time people actually make this happen. There is one dean, one administrative assistant and one ASO Account Assistant II. There are six main functions within the office, 1) Associated Student Organization, Student Trustee, and Student Clubs, 2) College Activities Council, 3) Student Development, 4) Health Services, 5) Students on the Academic Rise (SOAR) and 6) Commencement. Most of the activities/functions are student run by volunteers or student workers. There is a great deal of interaction and input at all levels to involve the students and address their needs, although we have challenges because there are no full time staff dedicated to work only with the students. Additionally, we have a large student turn over and we do not move very far along a path before you have to train new students.

ASO and student clubs along with Student Activities Council (SAC) have increased their activities significantly in the past few years and there are now a number of campus traditional activities that the students and faculty help plan. We are especially proud of the diversity programming that we provide for the campus. But there is a need to make things better. These include, increase their visibility, increase the number of students who are involved in these groups, increase the leadership skills of the students involved, and increase the presence and services to the students attending the Palmdale Center.

Health Services has been extremely helpful to a number of students, specifically for our students who are uninsured and for those students who need physicals for their academic programs such as nursing, athletics and fire tech students. Because this a contracted services, the Care-A-Van only comes to campus once a week. There a need for a full time Health Services that would provide both physical and mental health care to our campus.

The addition to our campus by adding SOAR High School has been a very unique experience. AVC has had concurrent enrolled high school students for years, but until SOAR had started no one had a “label” for them. The selection process is lengthy and after the 4 years of instruction, the campus is warming up the success of the SOAR students.

The Commencement Committee has tried to meet the needs of the students and their families. Space consideration and campus construction promoted moving the ceremonies to Marie Kerr Park in Palmdale for the past four years. We will be holding our 2010

Commencement Ceremony in our new stadium. We as a committee try to impress upon the students the importance of the event and make it as special as possible.

List of major recommendations which include:

1. Increase the awareness of the services specifically of ASO, Student Clubs and SAC.
2. Create a formal leadership development program including on line leadership opportunities.
3. Create a permanent Health Services program on campus which includes physical and mental health services.
4. Provide services to the Palmdale Center for ASO, SAC including college IDs.
5. Better assessment of learning within ASO and student clubs via SLOs.

### Area 3. PROGRAM AND STUDENT LEARNING OUTCOMES

- 3.1 Expectations for PLOs and SLOs are clearly articulated and are used in assessing the effectiveness of the program and service provided.

SLOs for ASO and Student Development and College Activities have been written and approved by the SLO committee. They have been measured and are now on the second year of evaluating them. In the fall 2008 the staff began to develop PLOs. After careful review and gained experience, it was clear that some of our SLOs are really PLOs, so during the summer and fall of 2009 a review of our PLOs and SLOs has taken place. This spring our PLOs and rewritten SLOs will be submitted to the SLO committee for approval. These can be found in appendix 20.

Health Services also has a SLO and PLO for the first time. These can be found in appendix 21. The evaluation has not yet taken place. There is baseline data but the assessment of the PLO and SLO needs to be accomplished.

In fall 2009 for the first time we wrote a PLO for SOAR but have three SLOs for SOAR, which can be found in appendix 22. There is a lot of baseline data.

After careful discussion with the SLO committee in 2005-06 school year, it was determined that the Commencement Committee, as with all college committees, would not write SLOs. Therefore, there are no SLOs or a PLO for the Commencement Committee.

- 3.2 Student evaluations are an integral part of the assessment of program effectiveness.

One of the evaluation tools that the dean uses to determine if students are learning is the reflective paper that they write when they return from a conference. Although it is not a direct SLO for the department, it does help measure student learning. Additionally, during

the on campus workshops that were held in fall 2009, student evaluations were conducted and they were very positive and are included in appendix 23.

Again as discussed early, the SOAR Summer Bridge evaluation from 2008 and 2009 are used to improve these programs so that we can better meet the needs of our incoming students. From the feedback we receive from the 2009 students we are developing programs for parents. The Foundation for California Community Colleges awarded SOAR an additional \$8,000 grant to develop programs specifically for this purpose for the spring 2010 semester.

- 3.3 Job placement data are an integral part of the assessment for the effectiveness of vocational programs.

N/A

- A. Summary of the findings and their significance.

Student evaluations are critical in ASO specifically for the students who travel on the Student Representation Fee funds. Each student who travels must write a reflective paper about what they learned from the experience. Often what I think they will learn is not what they learned at all.

We also use evaluations in the SOAR Summer Bridge program to help make corrections to better meet the needs of our incoming students.

- B . List of major recommendations which include:

1. Begin to measure the PLO and SLO for some of the programs.
2. Better assess the learning within the SLO for some programs.
2. Continue to review and modify SLO as need for all programs

#### Area 4. PERSONNEL AND SUPPORT SERVICES

- 4.1 The ratio of full-time to part-time faculty and staff provides students with a quality of instruction, and services consistent with students' needs and goals of the program.

The dean of the area is the primary person responsibility for the areas in this Program Review along with the supervision other the five departments listed at the beginning of this report.

There is no faculty in any of the areas within ASO or Student Development and College Activities area. There is one full-time Accountant Assistant II who works with the ASO financial records and all the club accounts. In this report, it is referred to as the ASO Accountant Assistant II so that the reader understands that is it the accountant that is physically located in the Student Development and College Activities Office and not in the Business Office. In the July 2008 reorganization, the position was moved to the report to the

Director of Auxiliary Services who was hired in October, although the person was not physically moved. As of this writing the position is in the transition of the move. The ASO Accountant Assistant II also maintains the district budget ledgers for the ASO account which is about \$1,500 annually. Because so many of the activities are co-sponsored between ASO, clubs and SAC the Account Assistant II helps with all the account and planning needs to ensure that that event runs smoothly. Six years ago when the dean began in this department there were three students involved in ASO, the Student Trustee, and two student clubs. This school year, 2009-10, there is a full-board of ASO (membership of 18), Student Trustee, 22 student clubs and the SAC who all work together in planning college activities. In 2007-08 and 2008-09, one hourly employee was added to assist although this only lasted two years due to budget cuts. Also, in 2007-08 and continuing in 2008-09, ASO added to the concession stand the full service of the Snack Shack. This is a lunchtime operation to provide light lunch and snacks to the campus community from the gym, as well as concessions during basketball games. There is another concession stand that is open during the football games. The Snack Shack and concessions stands are run by one hourly supervisor per shift and several student workers and all funding is supervised by the ASO Accountant Assistant II. Often when the college hosts special events in the gym, such as cheer-leading competitions or ballroom dance competitions, the Snack Shack is open to accommodate the events. In 2009-10, the Football Concession Stand opened with the new renovations of the Stadium and when any special events are held, such as Track and Field events, concessions are also open to accommodate these events. In spring 2010 the Softball and Baseball Concession Stands will open as well and more hourly and student workers will need to be hired since they are often open at the same time.

The front counter in the Student Development and College Activities Office is run by student workers and overseen by the ASO Accountant Assistant II and the Administrative Assistant to the dean. When the student worker does not come to work, it is the ASO Accountant Assistant II or the Administrative Assistant for the dean, who helped make Student IDs for students and work the front counter. The Administrative Assistant to the dean maintains the budget ledgers for the district accounts for the Student Development and College Activities Budget.

There is no staff for SOAR. When the program began in 2006, the dean was assigned as the co-liaison with the Dean of Math, Science and Engineering. After writing the proposal in six months, the first class of 50 students began. The dean was given the responsibilities as the lead liaison but no other personnel were assigned. Issues associated with curriculum design, logistics, SOAR recruiting, college data collection, college class registration, textbook rental program and all students' behavioral and academic related issues, as well as, the SOAR Ambassador (peer mentor) program come through this office. The only other help is from the dean's Administrative Assistant. In summer 2008, SOAR held the first Summer Bridge for the new incoming students. Due to the extra grant funds, an hourly was hired to help with this program the first summer only. As the school increases its size and begins to reach its maximum of 400, it is becoming necessary to add a staff member to help with this program, although there is no funding for this. During the beginning and end of the semester the student workers assist the Administrative Assistant in the textbook rental program in distributing and collecting the college textbooks.

Additionally many faculty and staff erroneously believe that all young students must be in the SOAR program so they call the dean to ask if one of their students who is having problems is a SOAR student. Sometimes they are, but often they are not. AVC has had difficulties with concurrently enrolled students for many years (the dean has been here 10 years and has seen this first hand). With the success of SOAR, it might be time to address the needs of younger college students. Counseling has addressed the educational plans by assigning a counselor of each high school to help students with what classes are necessary to fulfill educational goals. Admissions and Records has a system in processing paperwork, but what seems to be lacking is the rest of their developmental needs which is what we at SOAR spend a great deal of time addressing. What is needed is a small staff to assist the dean in working not only with SOAR but with concurrently enrolled students. There are plans to create a new P-16 R.A.V.E. grant for AVC and if this is funded this can hopefully be incorporated into the new grant.

Commencement is a campus-wide committee of individuals who have a vested interest in Commencement. This committee reports to the President and plans Commencement which is a one day event. Although the dean coordinates the event, it takes a village to make this day happen but there is no budget for any additional staff. The staff who work receive either overtime or comp time. Faculty are required to participate at least every other year by contract and some fulfill the obligation by volunteering.

- 4.2 The ratio of full-time to part-time faculty and staff provides adequate personnel responsible for program evaluation and revision.

In the last four budget requests and the last three Student Service reorganizations, the dean has requested a Director of College Activities and a Student Development Specialist to work with college programming, ASO, Student Trustee, student clubs and SAC. During the 2007-08 and 2008-09 school years, the dean hired an hourly to help with the work load. The ASO Accountant Assistant II and the students have been wonderful but a full-time person, really two full-time people, would be invaluable. Most community colleges of our size and smaller have dedicated staff to work with students in this capacity. When asked the question in the fall 2008 survey about a more active campus life, 51.4% said yes that there was more happening on campus than before. AVC cannot compete with our sister campus without the resources and staffing to make this happen.

There is a strong need to build in the Health Services area. There is a plan for a full Health Service operation in the new remodeled Student Center. In the design for the space, the Health Services plan included both medical and mental health services. Unfortunately there are no funds to remodel the Student Center. If this facility is ever built, there will be a need to staff Health Services with medical personnel, mental health counseling and clerical personnel. There are other developments to expand health services in the soon to be vacant APL space once the Health Sciences programs move into their new building. Their current nursing labs would be ideal for an on campus Health Services and discussions will begin spring 2010 to see how this can happen.

The issues with SOAR are addressed in 4.1 and hopefully with the new P-16 R.A.V.E. grant additional funding will assist in helping to increase the staff to support the college liaison.

There is no need for any personnel in Commencement other than help during the day of the ceremony.

4.3 There are adequate full-time faculty and staff to meet program needs.

N/A

4.4 There is adequate support staff to meet program needs.

See above.

4.5 There are adequate staff development opportunities to enhance the effectiveness of all staff in meeting the goals and objectives of the program as well as the professional development of staff.

ASO has a budget to fund travel from their current operating expenses which often they use for themselves and other student groups to travel, such as athletics, theater students, and clubs members. They also have a Student Representation Fee that all students, unless they complete a waiver, must pay so that the students can represent their views at the local, state and national level. The ASO has traveled to Sacramento, San Francisco, Los Angeles, Boston, and Washington, DC to learn how to lobby, as well as to actually lobby on a number of issues to advocate for students rights.

There is no travel budget for Student Activities or for the student workers. The dean was able to take ten ASO students to a leadership conference in Boston and with their enthusiasm, come back and create a Leadership Team on campus which serves as a catalyst to train future student leaders and advisors on leadership skills. In the fall 2009 CCC approved this committee and the first on campus leadership workshop was held. Prior to this there had been little leadership development for any club advisor or student member and what was done was not constant.

The administrative assistant was able to attend an Administrative Assistant workshop this spring that was very helpful from mandatory training funds from the district. There are little to no staff development funds and what is available is difficult to obtain in our current budget situation. It is difficult for staff to participate in this type of training although they are encouraged to look for every opportunity.

There is no staff for Heath Service although together with the Valley Oasis Center, a Professional Development workshop was hosted for the faculty on Domestic Violence.

In SOAR there are two conferences per year; one in the fall and one in the spring. The conferences include the school Principal and the college liaisons and often the teachers from both the high school and the college attend. In years past, even vice presidents and board members have attended. These conferences are funded by the Foundation for California Community Colleges and the grant. As the funds for the SOAR grant end, professional development will be limited unless additional funds become available.

N/A in Commencement.



4.6 Full-time faculty is actively involved in the process of hiring and evaluating faculty.

N/A

4.7 The evaluation of staff is systematic and conducted at appropriate intervals. Follow-up to evaluation is timely and systematic.

The full-time classified staff is evaluated as prescribed by the classified union contract. All student workers are also evaluated at the end of each semester. All evaluations are used to help meet the personal and departmental goals.

N/A in Health Services.

N/A in SOAR.

N/A in Commencement.

4.8 The evaluation processes assess effectiveness and encourage improvement.

Yes, of course.

A. Summary of the findings and their significance.

There is no full time faculty in the department. There is one dean, one administrative assistant and one ASO Account Assistant II position. Currently one hourly employee helps supervise the student workers who work the Snack Shack and Concession Stand at a time. Although this has not officially happened, as of the last reorganization, July 2009, the ASO Account Assistant II was moved to Auxiliary Services and at the end of spring 2010 semester, the Concessions and Snack Shack operations is anticipated to move to Auxiliary Services.

The dean serves as the advisor to the ASO, Inter Club Council (ICC) and SAC. The student staff changes each year and sometimes each semester, although with good luck and wonderful leadership we have kept our students for up to two years. There is a strong emphasis to encourage them to move thought their academic programs and graduation or transfer. Other campuses our size have full time campus activities directors. In the last few years, requests have requested through the budget process for a Director of College Activities as well as a Student Development Specialist but it has not been funded. There was an hourly employee to help with college activities for the 2007-2008 and 2008-2009 school years but due to budget cuts the position was lost. There is nothing more significant to our area other than the students. Once they are engaged in their college experience they are more likely to continue and graduate, as well as be more engaged alumni.

There is no personnel support for SOAR and when the program began, the request was made for support, but was not addressed at the time. The program is to grow to 400 students and the support for college classes is overwhelming. All college registration and

the textbooks rental program is conducted through this office, which means the dean and administrative assistant. The writing of the new grant, P-16 R.A.V.E. has a funding source for additional help if we are fortunate enough to be funded for that grant.

Because Health Services is a contact there is no staff in that department at this time. All appointments are handled through the Student Development front counter and the billing is handled by the staff in the office. If we develop a Health Services on campus, as discussed in other sections of this report, there would be a need for staff.

Because Commencement is a committee, there is no staff.

B. List of major recommendations which include:

1. Hire a full-time Director of College Activities.
2. Create staff positions to work with SOAR and concurrently enrolled students.
3. If we create a Health Services, (see other section of this report) hire the staff for the Health Services Center.
4. Hire a Student Development Specialist.

Area 5. FACILITIES, EQUIPMENT, AND TECHNOLOGY

5.1 Facilities are appropriate for effective teaching, learning, counseling, and/or other services.

The Student Development and College Activities Office, located in SSV 180 is made up of a small counter space with two openings, one of which is frequently used by CalWORKs during their busiest times. The lobby is shared with CalWORKs which has a very different function. The space is small and crowded. The two areas should be split since they are two very different functions. Behind the counter there are two cubicles. One is used by the Accounting Assistant II that is closest to the walk-in vault. The other cubicle was for SAC but in July 2008, during the first reorganization in Student Services, the Dean of Student Development and Services assumed the duties of CalWORKs, OSD, GED and the administrative assistant. The work space was reallocated to the Administrative Assistant and SAC moved into the back of the office. In the next reorganization in July 2009, this administrative assistant was moved to the Social and Behavioral Sciences division but the workload remained. There is one office for the Administrative Assistant which also serves as the file room, the SOAR textbook rental room, the fax room and the entrance into the office bathroom. There is an office for the dean, and a walk-in vault. In the back office, SSV 184, there is a shared conference room space for small meetings that ASO, SAC and the dean use. Other offices and student clubs also can reserve the space as well through the office. On either side of the small conference room are two offices with three work spaces each with a desk, phone and a computer. The ASO, Student Trustee and SAC share this office space. The space is very small and at times there can be up to 15 people working in these areas. One of the leadership qualities taught is teamwork and cooperation and just being in this challenging environment demonstrates that skill.

This space is not adequate for the amount of activities that occur in this office. Students, faculty and staff that need to meet with the dean must walk all the way through the CalWORKs office and the Student Development and College Activities Office counter (which is where the money is kept) to enter the dean's office. This is highly undesirable and creates security and safety issues. The dean is separated from the administrative assistant. The Student Trustee, ASO and SAC share the same space and there is not enough room for everyone. There is no space for any of the student clubs on campus. The portable storage unit that the ASO and the department has is located across campus and to move things an electric cart, which is housed across campus in the maintenance yard, is used.

Although it might seem that this would not work, with lots of humor, good nature and fun, somehow everyone makes it work. The new remodeled Student Center has been designed to accommodate the needs of all the groups currently and anticipate what might be needed for the future including a room to "get dirty" so that students can build things and be able to clean up without creating a big mess. All that is needed is the new building to be funded.

The programming space on campus has been limited due to the limited outdoor electrical space on campus. Most of the programming is in the Library Plaza, the Fine Arts Quad, or by the Gym Circle. At every opportunity this topic has been discussed. The need for outside electrical outlets on the buildings has been brought forward in order to have outdoor events in different locations on campus without creating safety issues. A great working relationship with Campus Events Coordinator has been established who helps accommodate almost all of the needs to make events on campus happen.

The ASO also has the Student Lounge although the college uses that room whenever it desires without consultation. ASO pays most of the costs associated with that room, such as DirecTV, the games, furniture, tables, chairs, etc. Many years back the college and ASO shared the cost to have the floor polished, but as time goes on the room is being used more as a room that the college rents out to outside groups as well as other departments on campus. There needs to be a discussion about the upgrading and replacement of the Student Lounge.

Currently there is no space for Health Services. There is a phone number which rings at the front counter of the Student Development and College Activities phone. There is also a display rack for health insurance brochures outside of SSV 180 by the elevator. The long term plan has been addressed elsewhere in this report as it relates to the new remodeled Student Center but until then, there is no Health Services facility on campus. Because there is little to no chance of funding the Student Health Center, there has been discussion about the current nursing lab space in APL 115 which will be vacated when the new Health Science building is completed. This is a strong possibility that AVC must consider for the benefit of the students. AVC is currently one of the few community colleges of this size without a Health Services for students. Funding will be an issue and will be discussed in Area 6.

SOAR started in August 2006 in two classrooms in trailers on the AVC campus that belonged to the AVUHSD and one office suite on the second floor of the Student Services building that was shared with Corporate and Community Education. After much planning and design between AVC, AVUHSD, and the college and high school design and architect

and building teams, the new SOAR facility was finally opened in January 2009. It was designed to meet the future needs of the program of up to 400 students. There is one administrative building, one bathroom building, and nine classrooms. There are currently no facilities needs for SOAR on the Lancaster campus. There are, however, needs to enhance the current facility such as the science lab and to add wireless connections so that each of the classrooms can have computers.

N/A for Commencement.

5.2 Equipment and technology are appropriate for effective teaching, learning, counseling, and/or other services.

One of the ongoing needs of each ASO has been the desire for the campus to become wireless. This expense is outside of ITS's current budget. ASO has not been able to update its web page because the college does not want to give access to students; a full-time staff member must do this and as stated before, there is really no full-time staff members to do this. They do have access to their myAVC page and they can add and post things as they wish. As students become computer and technology savvy, the ASO officers want to use this method more often than given permission or access to. This makes promoting to and communicating with student difficult. ASO, SAC and Student Development and College Activities have all had the same complaint. There is not a way to "get the word" out to students when something is happening. If an email is sent to all students during the day, "the email system crashes". So emails need to be sent after hours and again, it must be sent by a full-time staff member. If fliers are distributed on campus then "the campus is trashed with litter". Banners make the campus look "ugly and high-schoolish". So a few years back, facilities built a kiosk by the ME building that cost thousands of dollars so that fliers could be posted under lock and key. Now, the kiosk looks nice, but getting information to students has not increased. There is a serious need to use technology to reach students and let them know what is happening on campus.

The ASO runs the Student Lounge which includes the large screen TV. The cost of the monthly DirecTV bill is paid by ASO as well. When there is a problem with the TV the first call is the IMC to seek their help, but at some time the TV will break and there are no funds for a replacement. Additionally, when ASO or SAC have events on campus they have their own sound system which is many years old. All club and many offices use this equipment for after-hours events that are held outside since that is what the equipment was purchased for. Again when there is an equipment problem, IMC is called for assistance, but there is no replacement money allocated. When there is a need to use a laptop, projector, DVD, and a portable screen IMC is contacted. When funds become available, these would be items that would be desirable to have without having to go through the IMC each time, specifically for after-hour events.

There is a need for the district to upgrade the computers in the Student Development and College Activities office for the full time staff and the students in the next few years.

The biggest technological concern is the ID system. The printer is old, and although the dean was told it would be replaced, this has not occurred. This department has been making college IDs for all students for years on old equipment and in fall 2009 the college went to a

Proxie card for all employees and expected this office to make these as well. The cost of the ribbon and cards comes out of this departments' budget, with no budget increase, plus no plans for equipment upgrade. There is a concern, which was addressed early in this report about the need to be able to make Student IDs at the Palmdale campus. Currently this is not possible since there is not another ID system located in Palmdale and there is no budget for one at this time.

The most helpful piece of equipment is the ASO cart. This was purchased a few years back by ASO funds for the sole use by the Student Development and College Activities Office. Unfortunately in recent years, the cart has been used by the nighttime departments and others on campus without permission and has been left unplugged and uncharged. This has made it unready for our use which has caused major concerns and programmatic issues for us.

N/A for Health Services.

When SOAR was built the infrastructure was paid for by AVC and the building was paid for by the Antelope Valley Joint Union High School District. There was no money to add any additional equipment other than the standard classroom furniture. Grants have been requested for equipment for a more complete Science lab, as well as, a computer lab. Additional funds have been requested from the Federal Government stimulus money and if any funds become available, there is a desire to add more equipment and technology to these classrooms so that they are as equipped as possible. The current SOAR grant has purchased DVD/VCR combination machines for each classroom.

N/A for Commencement.

- 5.3 Program support space is adequate to ensure the effective operation of the educational program and related support activities.

See 5.1

- 5.4 The safety of the facilities and equipment are reasonable and adequate.

All the students in ASO, Concession and SAC who drive the ASO cart attend the cart training workshop hosted by the campus Director of Risk Management prior to driving the cart. All other measures are taken to ensure that students are safe during on campus events. Special effort is given when students travel as a part of ASO or with their club. Forms are completed, such as, trip requests, medical insurance, conference participation expectation (see appendix 24).

The college makes sure that when the Care-A-Van is on campus that everything is safe, including that the trees are trimmed and all is well with the power. Efforts are taken when a special event is held such as a Health Fair that all participants are safe.

During the Commencement planning committees one of the key issues addressed very carefully is the safety of the students and guests. With about 4,000 people in attendance there is a need to ensure that everything goes without a hitch. The reason for moving the

Commencement Ceremony to Marie Kerr Park for four years was because the facility on campus was not safe. With that many people attending, the fear was that the stadium could not accommodate them and someone could get hurt. Since new stadium was built these problems have been resolved and the 2010 ceremony will be back on campus.

A. Summary of the findings and their significance.

The office space is small and cramped and shared with CalWORKs. This does not meet the needs of the program and there are way too many functions within too small of a space. The new Student Center has been designed to move the ASO, Student Trustee and SAC functions out, as well as Health Services. The SOAR and the Commencement function will stay with the dean who will move to the new Student Services building.

In our current location there is shared space for ASO, Student Trustee, and SAC. There is no space for student clubs unless they reserve the ASO board room for a meeting. There is a need to find more and better ways for ASO, SAC, and student clubs to use technology to reach the students to increase awareness and participation.

The layout to enter the dean's office is extremely problematic. Students must walk behind the counter of CalWORKs who has confidential information about students as well as the Student Development and College Activities counter that has the cash drawer and the walk in vault. Additionally, the dean is separated from her administrative assistant.

There is also very limited space on campus to do any kind of programming other than the Library Plaza because of the electrical outlet issues. There is a hope that when more buildings come on line, they will plan for this need and this will not be as much of a problem. One of the most used spaces on campus for programming is the Student Lounge and there are very little funds for upkeep.

There is a hope that Health Services will be able to expand into the vacated space of the nursing lab in APL 115 once the new Health and Science building is built and AVC will have a permanent Health Services on campus.

The SOAR facility was completed in January 2009 and met the need of the 400 student campus. We continue to look for more grant funds to support the technology and other cutting edge advances inside the classroom that we can bring to SOAR. Overall, the facility is complete.

The need to provide IDs to the students at the Palmdale Center is currently a concern. There has been a great deal of conversation about this, but funding is the problem. There is a very strong desire to be able to allow students to have a student ID made at the Palmdale Center, without having to come to the Lancaster campus, if they are a Palmdale only student.

B . List of major recommendations which include:

1. Increase the use of technology to inform students of what is happening on campus.

2. Increase the space for ASO, SAC, and student clubs.
3. Have the ability to make student IDs at the Palmdale Center.
4. Invest in the upgrading of the Student Lounge.
5. Better access to the dean that is more secure and safe.
6. Increase the outdoor programmable usable space.
7. Remodel APL 115 for a Health Services to include physical and mental health or create new space for a permanent Health Services.
8. Separation the office from CalWORKs since there are too many different functions in too small of a space.

#### Area 6. FISCAL SUPPORT

- 6.1 During the period under review, resources have been used effectively to support programs and services.

ASO has three budget sources. 1) There is a district account of \$1,500 for supplies. This budget has not been increased in years and is ridiculously under budget and needs to be adjusted. This pays for paper and other general office supplies. Currently the Student Development and College Activities Office budget supports their needs. 2) They have a self-voted tax called a Student Representation Fee that was approved decades ago of \$1 per student per semester for advocacy issues. This money is used to teach students how to advocate and to actually lobby and advocate on behalf of the students. They do not travel every year and spend the money and therefore the money rolls over since the funds can not be used for any other purpose. The fee is collected through the cashier and deposited into a district Student Representation Fee account. 3) The third budget consists of funds from the sales of ASO stickers, funds from concession and Snack Shack sales, ticket sales from the athletic games, funds from the Bookstore (which has not increased in decades) and funds from the parking tickets. The ASO Sticker is a key financial resource for the ASO. In the fall 2008 survey, 97.2% of the students said they got a Student ID but only 38.8% said they bought an ASO sticker.

The ASO budget is based on a zero-based budget and it is about \$100,000 annually. The last 3 years of ASO budgets are in appendix 25. Additionally, the ASO budget holds all the student club accounts funds as per Title V and the ASO Accountant Assistant II ensures that all funds are accounted for.

Additionally, the ASO Accounting Assistant II ensures that all account and budget matters are followed, including the taxes are paid on time from the concession stand. All club accounts are followed to ensure that there are no audit finds as well. Daily budget records for ASO, the concession stand and all money received at the front counter are accounted for at the end of each shift and at the end of each day.

At the end of the 2009-10 school year, the concession stands, ticket sales, and the Snack Shack operation will move to Auxiliary Services due to the reorganization. Therefore, if there was any profit to be made, ASO will not profit from these possibilities. This will reduce the amount of funding ASO has and will need to look at other revenue sources.

The Student Development and College Activities Budget is too small to support the kind of programming we would like. Both the President and the Vice President for Student Services have established goals that asked for ways to engage students. Many events are co-sponsored with faculty and the community to expand resources, but overall the district support is small for what this department does. If the budget was larger, specifically for contracted personnel, bands, speakers, and other performers could be brought to campus that would have a student and community draw. The Student Development and College Activities budget for programming purposes and supplies for IDs is approximately \$25,000 a year which is why there is so much co-sponsorship with ASO.

The cost to bring the Care-A-Van to AVC was \$1,000 per visit from 2003 – 2007; in 2008 the cost increased to \$1,200 per visit. In 2005 we added the physicals for the sports teams, nursing students and fire fighter students who did not have any other place to have a physical. This increased the cost of the Care-A-Van. Therefore, the cost of the contract went from \$102,500 in 2004-05 to \$131,500 in 2009-10. Although this might seem like a lot, the cost of the athletic physicals to have them completed at the Care-A-Van was \$35 compared to \$85 per student, therefore saving the district significant amounts of money. In addition to the actual cost of the Care-A-Van weekly visits there are cost for medical supplies and educational programming.

The SOAR budget was given a \$400,000 grant over 5 years from the California Community College Foundation. The grant started in 2006. In summer 2008 we received an additional \$22,290 for a Summer Bridge program for new students. It proved to be very successful and it is continuing each summer. As a part of the shared commitment to the SOAR program both school districts invested significantly to build the physical plant for the SOAR campus which opened in January 2009. The goal of the facilities is to share the classroom space; during the day the 400 high school students use the 9 classrooms and at night, college classes use the classrooms. One of these classrooms is a much needed science lab. When the original grant funds are depleted there is a concern about sustainability. There are plans in the works for future grants and other options that will help with the tangible costs of SOAR after the grant funds are exhausted.

The cost of Commencement has been about \$45,000 each year and has been for the last four years. Many of these costs are associated with the rental of the off-campus space at Marie Kerr Park in Palmdale and other costs associated with using an off-campus facility. The 2010 Commencement is moving back to campus which hopefully will save some costs in some ways but might add costs in others which are yet unknown.

## 6.2 Current and anticipated funding is adequate to maintain high quality programs and services.

As indicated above there is not enough funds for ASO, no support for student clubs and a limited budget for SAC. As discussed earlier in this document, there are very limited activities and programming that occurs in Palmdale because of the budget. Without additional



funding, the ability to expand services on the Lancaster and Palmdale campuses will be affected.

There is a possibility that ASO can ask students to vote for a Student Activities Fee Referendum which would support activities. This would take a positive vote from the students, support from the administration and a positive vote from the Board of Trustees before we begin to assess the students.

There are not enough funds for Health Services as indicated previously. A student referendum could be voted on by the students, approved by the administration and approved by the Board of Trustees to help support the Health Services. As indicated in the fall 2008 survey 58.9% of the students said they would pay a small fee to have an on campus Health Services.

The concerns for the SOAR sustainability is an ongoing issue and additional grants and other arrangements are ongoing to help support this program once the grant ends in 2010.

The cost of Commencement moving on to campus are unknown at this time but based on the efforts of the committee, we are doing all that we can to reduce costs wherever we can.

### 6.3 Anticipated funding is adequate for the development of revised and new programs.

There is a need for a full-time Director of College Activities and a Student Development Specialist to support the ASO, student clubs, SAC and the leadership development of the students and advisors. There is a need for a larger programming budget for SAC and a support budget for ASO. At the end of 2010, when the revenue for ASO comes to an end, there will be a need for ASO to find other revenue sources to support students.

The needs for Health Services have been addressed throughout this report.

The needs for SOAR have been addressed throughout this report.

The needs for Commencement are unknown at this point.

### A. Summary of the findings and their significance.

There is not enough financial support for ASO or SAC to accomplish the needs of the program. There are enough funds for student advocacy at this point because the Student Representation Fee of \$1 paid by students each semester helps meet the need. There is a need for two additional referendums. One is for the Student Activities Fee and the other is for the Health Services Fee. If both of these fees pass, this would help support the students for the long term. Unfortunately timing is everything and trying to pass a student referendum in these difficult times is hard, but there is a need to begin thinking about the long term impact for our students. The Student Activities Fee is particularly important since the Concession Stand, ticket sales and Snack Shack revenue will no longer support the ASO budget after spring 2010. ASO will have limited resources and their ability to fund students activities will be reduced significantly.

As the SOAR initial grant concludes at the end of spring 2010, it is critical that long term we find solutions to fund this program. There is hope that the R.A.V.E. grant will be funded, which will help support SOAR, but in the absent of this, there is a fear that the program will have a real financial issue of substantiality.

B . List of major recommendations which include:

1. Find additional revenue streams for ASO and SAC to support students.
2. Find additional revenue streams for SOAR to support the program.
3. Find funds to support the Health Services to create an on campus Health Services (remodel costs and operations).

## Area 7. COMMUNITY OUTREACH AND PROGRAM AWARENESS

7.1 Staff maintains appropriate links with community.

ASO has a strong Community Discount Program in which local businesses offer students discounts if they show them their AVC ID with a current ASO sticker. Over 21 businesses are signed up for this program (see appendix 26). ASO officers solicit businesses to become partners with them. Then, ASO/SAC host an event on campus where they invite the businesses to come to campus to showcase their business to students for more visibility. Additionally, we try to list their businesses on the ASO Sticker Benefit flier. The student clubs also have strong relations with the community in that a number of the clubs either ask for donations or do community service projects or fundraiser in the community. These contacts help extend the connections at AVC has with our business and community leaders.

The other group that has strong ties with the community is the SAC. Many of the events are successful because of the connections made with the community. There are a number of events that are community awareness events where vendors come and pass out information and “goodies” to students. These connections are made because of the hard work of the students, the hourly staff, the ASO Accounting Assistant II, Administrative Assistant and volunteers. Often these effects spill over into events that are hosted for Health Services and the health fairs. Most are conducted by the local health-related agencies in the Antelope Valley. Without a doubt this is one of the stronger areas that links this department with the community.

As stated earlier, Health Services at AVC is community linked and not a campus service per se, so there could not be any stronger link than the one with Health Services. One of the strong partnerships we have is for our blood drives with both the Red Cross and AV Hospital. We received the highest percentage of donated blood from the Red Cross in 2009 with 109% increase which was presented to us at their annual breakfast. The dean was able to present this to the employees who worked on the blood drives at the Board of Trustees meeting.

By the very nature of SOAR, it is the epitome of a community partnership. SOAR has many links with the community. It is a link in and of itself. Another one is through our Advisory Board that will be discussed in 7.3. One of the strongest connections is the relationship with middle schools. Beginning in January of every year, the principal and the two college liaisons along with the AVC Outreach department attend 14 outreach events to explain the SOAR program to perspective parents and students (see appendix 4 for 2009-10 schedule as a sample). Most of the middle schools we attend are AVID middle schools but some are not. Since SOAR is an all AVID high school, the only one in the Valley, many are not familiar with the concept, or what SOAR is and have no idea what academic programs AVC has to offer. Therefore, the AVC Outreach department attends and/or has information so that both parents and students can see what is available to study at AVC. This information often sparks parents to think about attending college as well. These contacts have helped the AVC Outreach department with their programs for elementary and middle schools. Other links that SOAR makes are with Career Prep Council, and other Math, Science and Engineering related connections that are natural due to the nature of the program.

The largest link that Commencement makes is with the students and their families as they have one last outstanding experience at AVC. The other links to the community have been with Palmdale and the vendors necessary to hold Commencement at that location.

7.2 Staff makes appropriate efforts to inform the community and students about each program and facilitate student participation in those programs.

As discussed earlier, this has been one of the hardest things for ASO, SAC and Student Development and College Activities. Their community is the college campus and communication is very difficult. There has not been much luck in sharing their stories of success with the campus paper or the local paper to get the word out to the local community. More efforts are needed to make to resolve this problem. In August 2007 when ASO rewrote their constitution and had it approved by the Board of Trustees a position of Vice President of Public Relations was created. Although the position has been filled by a number of different students, they have not had much success in increasing the awareness of ASO on campus.

There is a need for more efforts to share what the clubs are accomplishing and their outstanding work and the hope is that the Annual Leadership Recognition will gain more recognition on campus and student development can be better promoted. This was rated low on the fall 2008 Student Development Survey and more effort must be placed on this issue.

There has been little shared with the campus newspaper or the location papers about what SAC or Health Services are doing. Although these events have had greater success for those who attend, the lack of communicating to the campus other than through email has been difficult.

There has been great coverage of SOAR high school since it opened. This is such a novel concept in the Antelope Valley and the students have done so well that the press has been overwhelming. The community is aware which is evident in the number of applications for the program. For example, in 2009-10 the 9th grade class began with about 109 students, which was selected from 205 applications. The word is out and the API test score of 890 in

2009, the highest in the AVUHSD and surrounding districts, is proof that what is being accomplished at SOAR is working. We take average students, provide them with support and quality education both at the high school and college level and raise the expectation they need to be successful and they are rising to the challenge.

AVC Commencement is advertised in the local paper but mostly the students who are participating are the ones spreading the word. The Evaluation Office also informs the students about the ceremony. The Bookstore holds the Grad finale in April each year and in fall 2009 a Fall Grad Finale was held but there was little advertizing and therefore, it was unsuccessful. The Grad Finale invites all the vendors for photographs, class rings, souvenirs, etc. A mass mailing to all students who have applied for graduation includes information on the Grad Finale, a brochure from AVC, a brochure from the photography studio, and Jostens. The potential graduates also have a group page on myAVC where information is available. The other method for Commencement is an email that is sent to the faculty by the dean of this area which encourage faculty to ask their graduating students to participate in the Commencement Ceremony. The day is for them and it is for their family and friends. The Public Relations Office handles the entire PR and the press has always covered AVC Commencement well in letting the community know about the Commencement.

7.3 Where appropriate, advisory committees meet regularly and support the development of programs and services.

N/A for ASO.

N/A for Student Development and College Activities.

N/A for Health Services.

SOAR has an Advisory Committee made up of business and community leaders. The goal is to help provide guidance and support. Members of this group were instrumental when the government grant was applied for, for the science lab as well as the P-16 Sustainability grant. Additionally, because of the connections with members on the Advisory Board, a number of the seniors are doing internships at one of the companies.

N/A for Commencement.

A. Summary of the findings and their significance.

The relationships within the community are very strong for ASO, student club and SAC. The connections they make as they conduct their fundraising, community service and seeking donations which support their events, promoting AVC. Another strong connection to the community is thought the Health Services program. The relationship with the Antelope Valley Community Clinic, the Red Cross and AV Hospital for the blood drives have been very strong for years.

There is still a need to promote the ASO, student clubs and SAC more and to increase awareness. Communication is a real concern and affects all of these program and the events that they do on campus.

The strongest relationship which has the largest reaching impact is with SOAR. By the very nature of the program, SOAR is a community partnership with the AVUHSD. This relationship is one of the strongest in the state of California. We also have the new partnerships that were developed over the summer of 2009 in the writing of the P-16 R.A.V.E. grant. There is hope that this will be funded and therefore, the partnerships will be even stronger.

B . List of major recommendations which include:

1. Continue to gain more community business that support the students.
2. Hopeful R.A.V.E. will be funded and enhance and expand these partnerships.
3. Continue to look for more community partners for SOAR.

#### Area 8. STATE AND FEDERAL COMPLIANCE

8.1 Program adheres to all state and federal guidelines.

ASO as a shared governance committee is required to follow the Brown Act and therefore must post their agenda and minutes within the required time frame to hold any meeting. They do so using their group within myAVC, as well as, two locked showcases, one in the Student Center by the restrooms and one outside SSV 180. At the beginning of the semester and throughout the year, the dean explains this aspect of the Brown Act to the student so that there are no violations of law or procedures. Additionally, they use parliamentary procedures to run their meetings. Both of these are new skills for most of them and are important skills if they are to run effective meetings. In 2008-09 a group of student leaders demonstrated that they had mastered the skills because when they went to a student leadership conference in Boston, they reported that they knew all the answers about parliamentary procedures during the educational session.

The only other state guidelines are Title V as it relates to Shared Governance and the role that the students has and the role of ASO which are discussed repeatedly with them. Additionally, the Student Trustee attends the annual Student Trustee Training Conference in August each year to make sure that he or she understands the rules and regulations which govern that position are followed.

The ASO accounting records are reviewed by Business Services and annually the financial records are audited along with the district's. All student club accounts are housed through ASO and for all transactions, minutes from either ASO or the student club must be attached to expend any funds.

The dean of the area writes or reviews all Board Policies and Administrative Procedures that affect ASO, Student Trustee, and student clubs. There are other rules such as Time, Place and Manner, Student Travel, and other policies which affect the classroom activities which the dean of this area writes and/or reviews.

N/A for Health Services since we do not have any health regulations related to students, other than what is in Board Policy and Administrative Procedures.

SOAR completes all reports for the funding Grant to the Foundation for the California Community College which includes the annual report and budget report. Since the 2009-10 is the final year of funding there will be a site visit in March.

N/A for Commencement.

8.2 Program adheres to all college policies and procedures.

All programs follow the college policies and procedures,

A. Summary of the findings and their significance.

ASO follows both Brown Act and modified parliamentary procedures for their meetings. The dean of the area oversees that they follow these rules. Also instilling into students the important role of Shared Governance and committee involvement at the college level as well as the role of advocacy is critical and a great deal of time and effort is spend in educating the students on their responsibilities. Additionally, the accounting records are reviewed by the Business Office to ensure that proper accounting rules are followed and the ASO financial records are audited by the district's auditing firm.

All Title V rules are updated when changes occur and changes are recommended through the administration when necessary.

SOAR follow all of the grant requirements and reporting data as requested.

B . List of major recommendations which include:

No recommendations

Student Development and Services  
Appendix for Program Review  
Fall 2009

1. Student Services Organization Chart
2. SOAR Brochure (English and Spanish)
3. SOAR Application 2010
4. SOAR Outreach flyer to middle school -2009-10
5. CCSSE Results
6. Student Development and College Activities Survey – Fall 2008
7. Care-A-Van statistics 2002-2008
8. Domestic Violence Prevention Brochure
9. Commencement Brochure
10. SOAR Benchmarks results
11. SOAR API Scores
12. SOAR College Data
13. ASO and SAC Student Surveys: fall 2009, spring 2009, and spring 2010
14. SOAR Summer Bridge results 2008 and 2009
15. List and samples of flyers from SAC
16. Sample of flyers from Health Services
17. Blood Drive numbers
18. SOAR Demographic Data
19. Student Success and Equity Executive Summary
20. PLO and SLOs for Student Development and College Activities
21. PLO and SLOs for Health Services
22. PLO and SLOs for SOAR
23. Fall 2009 On Campus Leadership Workshop Evaluations
24. Forms for student travel
25. ASO budget for the last 3 years
26. ASO Community Discount brochure
27. SOAR Outreach flyer to middle school 2009-10 – same as number 4 above