

Peer Review Team Report

on

Student Development and Services Program Review

Fall 2010

Theodore Younglove, chair  
Dr. Nancy Bednar  
Kether Foisel  
Kenneth Lee

## **Introduction**

The peer team would like to thank the Student Development and Services Program dean and staff for their effort in completing the self-study document. It is impressive that College Activities and Student Development run with just two full-time staff members: a dean and administrative assistant who supervise a team of student workers at both the Student Development counter, and those who are involved in Student Activities. There is a critical need for personnel. Given the small number of individuals involved, the peer team wanted to make sure to acknowledge the hard work and dedication to the students and mission of the program exemplified by this report and the high quality work that it describes. The peer review committee would like to commend all participants for the extensive planning and coordination that has gone into the compilation of such a comprehensive document.

## **Description**

The five areas within Student Development and Services that are 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. (The amount is half of what the other board 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.

## **Self Evaluation**

As is evident in the supporting documentation provided by the Systematic Program Review for Student Development and Services, staff played an integral part of the self evaluation process. During peer review team interviews, the dean and staff alike confirmed this fact.

There was no mission statement provided with the Program Review of Student Development and Services. There is also no mission statement on the Health Services web page.

There is a mission statement for the SOAR High School, and it states:

**Students On the Academic Rise, (SOAR High School )** provides a supportive, flexible and academically enriched environment with an emphasis in mathematics, science and engineering for underrepresented average students who are high potential but low performing in the traditional educational system. SOAR High School is designed to promote academic achievement, social maturation, and enhanced economic opportunities through completion of high school and success in college.

SOAR High School embraces the Core Principles of the Early College High School (ECHS) Initiative including improving the graduation rates by creating a flexible high school year, by compressing the number of years to complete a college degree, and removing financial and other barriers to college.

The SOAR High School will graduate its first high school class this year, and has become integrated into the AVC campus. Their mission is clear and they are working to achieve it.

Health Services is a student support program that provides free and reduced price health care to students. The biggest problem that was noted is that the Care-A-Van is only on campus one day per week and only when classes are in session. Since a large number of

our students are low income and do not have access to health care, a limitation of providing services one day per week means that not all student needs can be met. There is also currently no space on campus for Health Services. The dissemination of information is via the web site or on the rack in the Student Services office that provide information about Student Health Insurance Programs. There is no data about how many students actually purchase insurance, but the Administrative Assistant reports that the literature is consumed and she has to restock it.

The areas under Student Development and Services provided both quantitative and qualitative data in the form of survey results and reports as well as anecdotal staff input to support the self-study. For example, the data gathered about the SOAR High School indicate a high level of high school academic proficiency, both in Academic Performance Index (API) and passage of the California High School Exit Exam (CAHSEE). The SOAR High School has had the highest API scores of all AVJUHSD high schools and also a high rate of passage of the CAHSEE. Integration into college classes is mostly successful.

The SOAR College Data could be more complete, with percentages of completion versus attempts included, and deviations in the GPA also included. The narrative does not indicate how many students are referred to the Dean's office for intervention and the success of those interventions.

## **Planning**

The systematic program review process helped the Student Development and Services program focus on the needs of each area, and the whole process served to highlight the shortage of staff relative to the duties of the program. Each area developed clear recommendations through the program review process, which helped in the development of needs for the Educational Master Plan update in 2010.

Student Learning Outcomes are starting to play a role in the planning process for Student Development and Services. For Health Services, there is one SLO, concerning student use of health services, but it has not been assessed. One of the goals of Student Development and Services is to assess this SLO. For the SOAR High School, there are two SLO's, one concerning planning for college completion and transfer and the other concerning the behavioral and social skills needed for college life. Both have been assessed, and corrective action has been taken as a result of the SLO assessment. It is the goal of Student Development and Services to continue to review and modify the SLOs for SOAR. The systematic program review process emphasized the need for outcomes development and assessment in all areas, and this process was adopted into Student Development and Services planning procedures.

## **Summary and Recommendations**

Throughout the self-study document, the central theme of all areas under Student Development and Services became evident. There has been an increase in the number and kind of activities and programs coordinated by Student Activities and Student Development. The quality of these programs is impressive; especially when you consider that there are only two full time staff members, with numerous other responsibilities, behind the team of volunteers and students that put together the programming. The looming statewide budget crisis and lack of needed resources will make it very difficult to provide the services needed for the students.

The peer team interview confirmed that though there is a need for increased space for all of the programs in this area, such as for clubs and programming on campus, the biggest problem is that of maintaining confidentiality in the shared lobby with CalWORKS, as well as the need to walk past the vault and cash box to get to the dean's office. Most of the space problems will be addressed when the new Student Center is built; however, these two problems are of immediate concern.

### Student Development and Services Recommendations

List of major recommendations which include:

1. The dean needs to be relocated to an office with the Administrative Assistant's space adjacent to it, and the Student Activities and Student Development programs need a separate lobby from CalWORKS.
2. Increase the awareness of the services specifically of ASO, Student Clubs and SAC.
3. Create a formal leadership development program including on line leadership opportunities.
4. Create a permanent Health Services program on campus which includes physical and mental health services.
5. Provide services to the Palmdale Center for ASO, SAC including college IDs.
6. Better assessment of learning within ASO and student clubs via SLOs.
7. Begin to measure the PLO and SLO for some of the programs.
8. Better assess the learning within the SLO for some programs.
9. Continue to review and modify SLO as need for all programs

10. Hire a full-time Director of College Activities.
11. Create staff positions to work with SOAR and concurrently enrolled students.
12. If we create a Health Services, (see other section of this report) hire the staff for the Health Services Center.
13. Hire a Student Development Specialist.
14. Increase the use of technology to inform students of what is happening on campus.
15. Increase the space for ASO, SAC, and student clubs.
16. Have the ability to make student IDs at the Palmdale Center.
17. Invest in the upgrading of the Student Lounge.
18. Better access to the dean that is more secure and safe.
19. Increase the outdoor programmable usable space.
20. Remodel APL 115 for a Health Services to include physical and mental health or create new space for a permanent Health Services.
21. Separation the office from CalWORKs since there are too many different functions in too small of a space.
22. Find additional revenue streams for ASO and SAC to support students.
23. Find additional revenue streams for SOAR to support the program.
24. Find funds to support the Health Services to create an on campus Health Services (remodel costs and operations).
25. Continue to gain more community business that support the students.
26. Hopeful R.A.V.E. will be funded and enhance and expand these partnerships.
27. Continue to look for more community partners for SOAR.

### Peer Review Team Recommendations

1. The staffing needs throughout Student Development and Services must be an institutional priority so that programs under this area may more effectively serve student and employee needs and the district's investments in technology and facilities are not wasted.
2. The issue for all of the programs combined is funding and space.
3. Most of the deficiencies in this area, namely the ability to promote services in general and extend services to Palmdale, would be remedied by having a dedicated staff member to its oversight, ie the requested Director of College Activities.
4. The budget is clearly inadequate to meet all of the expectations for the area. Currently, much of the budget is consumed by making student ID cards that are necessary for students to use many campus services. Since student ID cards are necessary, there should be a separate budget line item to take care of the cost. That would allow the meager budget allocated to Student Services and Development to be spent for increased Health Services, increased ASO or club activities, etc.
5. Each department should work with the Student Learning Outcomes Committee to refine operational outcomes.
6. Each department should gather and include additional supporting statistics in future reports to support and justify budget requests.
7. Each department should work with the Office of Institutional Research and Planning to develop an evaluation instrument that will assess how well the area is meeting the needs of students, staff, and the community.