

Student Services Comprehensive Program Review

Student Life and Leadership

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General Information (Student Services Comprehensive Program Review)

Standing Requirements

EXECUTIVE SUMMARY (BRIEF SUMMARY, COMMENDATIONS, CHALLENGES, AND RECOMMENDATIONS)

The Student Life and Leadership Development (SLLD) office's primary function is to encourage students to develop their leadership skills by participating in the Associated Students of Citrus College (ASCC) student government, by attending various leadership workshops, and by coordinating cultural and social activities that will engage students with the college in order to support their academic success and completion. It is important for students to get involved in extracurricular activities because the more students are engaged and connected to the college, the more successful they will be. Another major function of the SLLD office is to provide basic needs for food and housing insecure students.

The SLLD office provides basic needs for students by collaborating with various campus groups and community organizations to offer a variety of valuable support services including a bus pass program, food pantries, hygiene kits, educational workshops, and by coordinating various cultural and social activities that help students feel connected to the campus and to their education.

The office coordinates numerous resources and activities, such as Dreamer Ally and lesbian, gay, bisexual, transgender, transsexual, queer (LGBTQ+) inclusivity trainings, to ensure that students feel they are in an inclusive and supportive environment. Additionally, the SLLD office provides resources and referrals for housing and food insecure students and provides support services for more than 30 campus clubs, 130 club officers, and 40 faculty advisors.

Over the past five years, an annual average of 560 students participated in clubs, 137 students served as club officers, 32 faculty served as advisors and the SLLD office hosted an average of 79 campus events each year. During this time, the SLLD office transitioned from paper ballots, for student elections, to online voting and from paper forms to digital forms. These changes have made SLLD services more accessible to students and faculty advisors as well as contributed to the overall sustainability efforts of the college by reducing paper waste.

Commendations:

A major program accomplishment, over the past five years, was the establishment of basic needs resources for students and the hiring of a basic needs coordinator. As a direct result of these resources and the creation of the part-time position, the SLLD office has been able to remove barriers to student success and completion by providing students who are food and/or housing insecure with critical basic needs. Additionally, mobile food pantry visits increased from twice per year to twice per month (14 visits), a 700% increase.

Finally, over the past five years, the SLLD office coordinated an average of 73 campus activities including leadership trainings, educational workshops, cultural events that celebrate diversity, and social activities for students. Some of the most well-attended activities were the Anti-Human Trafficking Forum, the Dreamer Ally Training, and the LGBTQ+ Inclusivity Training.

Challenges:

Based on the previous five annual program reviews, the challenges for the SLLD office have been that all office forms for student government and clubs were available in paper formats and students were only able to submit them during office hours. This created a challenge for clubs who were not able to submit paperwork during office hours. Previously, students and faculty had to physically be on campus in order to submit their forms, which was a problem for those who only came to campus a few days out of the week. Another challenge was having student government elections on paper ballots. This was challenging because only students who were on campus were able to vote. In addition, five years ago, the SLLD office provided one ally training, which was the LGBTQ+ Inclusivity Training, and few activities and events that celebrated diversity. However, over the last five years, this has been addressed. The SLLD office transitioned to online elections for student government, which has increased the number of students who vote, and from paper club forms to online forms during the 2017 spring semester. Moving to online club forms has provided better service to clubs and their advisors because they can submit forms electronically after business hours. Over the last five years, the SLLD office has increased the number of student activities that include ally trainings, educational workshops, inspire personal and professional development, and celebrate diversity. Currently, finding new ways to communicate events and activities to students is somewhat of a challenge, given that many students do not read their emails or stop to read flyers.

Recommendations:

In order to expand on the success of the previous five years, the SLLD office will work with the External Relations office to promote events and activities via the college's social media outlets where students are most likely to see the information. Additionally, student involvement in planning and coordinating events is important for increasing student participation. The SLLD office will increase student involvement in planning efforts by working more closely with ASCC leaders and club officers to coordinate and promote events.

Looking toward the future, the SLLD office will work on offering additional services to marginalized communities such as housing-insecure, food-insecure, and undocumented students by collaborating with outside agencies. Ideally, the SLLD office would like to create a space in the Campus Center to establish a Resource Center where basic needs, undocumented students, and LGBTQ+ resources could be centralized. This space would benefit the disproportionately impacted populations previously mentioned (as identified in the college's Equity Plan), to promote cross-cultural engagement across the college, and provide support for these communities.

PROGRAM MISSION/DESCRIPTION (MISSION STATEMENT)

Program Mission and Relationship to College Mission: The Office of Student Life and Leadership Development (SLLD) is committed to providing programs that promote diversity, education, personal growth, and student development and success in support of the college's mission of fostering success through the development of critical thinking, effective communication, creativity and cultural awareness in a safe, accessible and affordable learning environment. Through participation in the programs offered by SLLD, students become engaged with Citrus College while also formulating basic life skills and confidence to become responsible global citizens. Program Description: The Student Life and Leadership Development (SLLD) office plans and implements leadership development programs for students, as well as social and cultural activities, which vary from year-to-year based on student perspectives and needs. The SLLD office oversees the Associated Students of Citrus College (ASCC), led by an executive board of 19 student leaders, 11 of whom are elected by the student body and eight of whom are appointed by the executive board. Associated Students of Citrus College represents the interests of students on college committees, advocates for students at the local and state level,

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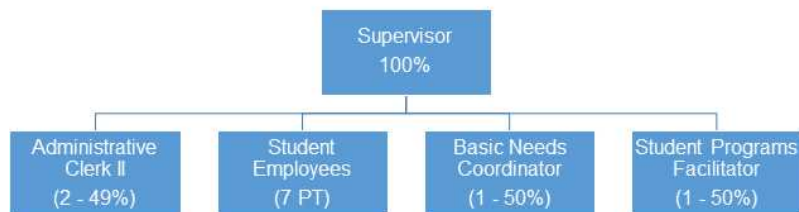
Student Life and Leadership

and administers an annual budget in excess of \$640,000. The SLLD office oversees more than 30 campus clubs and provides event support and assistance to other campus programs. A comprehensive student activities program of cultural, professional development, and social experiences are offered every semester. The SLLD office also manages and/or coordinates the administration of: 1) the Campus Center; 2) the discount ticket program; 3) the college's Class Pass bus program; 4) basic needs services for students; 5) various inclusivity trainings; and 6) assists students with completing various college forms during day and evening hours.

COMMITTEE MEMBERS (ALPHABETIZED BY LAST NAME, LEFT TO RIGHT, THREE COLUMNS)

Rosario Garcia	Rebecca Knapp	Amayrani Ochoa
Maryann Tolano-Leveque	Dunia Valladares	

ORGANIZATION CHART



STAFFING

1) Staffing and training

The Student Life and Leadership Development office has one full-time supervisor, two 49 percent administrative clerks, seven student employees, one 50 percent basic needs coordinator, and one 50 percent student programs facilitator. Staff members and student employees report to the student life supervisor. The supervisor reports to the dean of students.

The supervisor participates in multiple professional development opportunities each year provided by the college and the California Community College Student Affairs Association. In June 2018, the supervisor received a Level I Certification for Advisors from the American Student Government Association. Staff members participate in college sponsored staff development activities and webinars, while student employees receive ongoing training in customer service, emergency protocols, and event operations. The following is a list of professional development trainings that staff have participated in:

- Dreamer Ally training
- Supporting housing and food insecure students
- Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ+) Inclusivity Ally training
- Title IX Sexual Misconduct training
- Emergency Preparedness training

2) Faculty minimum qualifications, diversity, and credentials

N/A

KEY FUNCTIONS (USING BULLET FORMAT - POPULATE WITH TEXT FROM THE PREVIOUS PROGRAM REVIEW, EFMP OR ENTER NEW TEXT.)

- Administer the Student Life and Leadership Development social media accounts
- Advise and plan long term goals/activities with the Associated Students of Citrus College (ASCC) executive board
- Assist ASCC leaders, club leaders, club advisors, and students requesting information and/or assistance
- Assist students with basic needs resources and referrals
- Coordinate and maintain a comprehensive discount ticket program for members of the ASCC
- Develop ASCC budget with executive board members, approve budget and monitor ASCC expenditures
- Ensure student clubs and organizations comply with campus policies and procedures
- Facilitate student participation in shared governance

- Monitor and maintain campus posting areas and approve all SLLD related fliers and posters
- Monitor and maintain food pantry services for the campus
- Organize community service activities for the campus, including the volunteer fair, blood drives, and recruitment and support for campus events
- Oversee all campus clubs, student organizations, and constitutions
- Oversee the Class Pass bus program
- Plan and implement a comprehensive calendar of activities for students
- Provide leadership training for student government leaders and club members

File Attachments:

1. **SLLD Student Activities 2013-2014.docx** (See appendix)
2. **SLLD Student Activities 2014-2015.docx** (See appendix)
3. **SLLD Student Activities 2015-2016.docx** (See appendix)
4. **SLLD Student Activities 2016-2017.docx** (See appendix)
5. **SLLD Student Activities 2017-2018.docx** (See appendix)
6. **SLLD Student Activities 2018-2019.docx** (See appendix)

SERVICE DEMOGRAPHICS (POPULATE WITH DEMOGRAPHIC DATA FROM INSTITUTIONAL RESEARCH AND PLANNING OR EFMP)

The SLLD office serves the entire student population. However, the SLLD office works closely with student leaders, housing and food insecure students, undocumented students, and students involved in clubs.

Over the course of the last five years, the SLLD office has served an annual average of 560 club participants, 137 club officers, and 14 student government officers. The table below lists the total number of students involved in clubs and student government per semester. The table shows a decrease in club participation from fall to spring semesters because some clubs do not submit their club rosters or list fewer members during the spring semesters.

	Fall 2013	Spring 2014	Fall 2014	Spring 2015	Fall 2015	Spring 2016	Fall 2016	Spring 2017	Fall 2017	Spring 2018
club participants	795	306	731	686	714	644	563	297	431	441
club officers	137	140	144	138	156	172	142	112	112	117
club advisors	39	33	43	32	36	36	27	26	25	31
clubs	33	28	30	25	29	29	24	25	25	26
ASCC officers	16	20	14	9	14	13	15	14	11	14

STUDENT ELIGIBILITY REQUIREMENTS (DESCRIBE ELIGIBILITY REQUIREMENTS FOR PARTICIPATION IN THE PROGRAM.)

1. Describe eligibility requirements for participation in the program.

In compliance with Board Policy 7101 Non Discrimination, and the spirit of holistic student development, the programs and services of the Student Life and Leadership Development (SLLD) office are open to all students regardless of national origin, religion, age, sex, gender, race, color, medical condition, ancestry, sexual orientation, marital status, and physical or mental disability.

Students on academic or progress probation are discouraged from participating in campus clubs and in other co-curricular activities. Instead, students are encouraged to focus on their course work, bring up their grade point average, and successfully accomplish their academic goals.

To run for and hold a leadership position within student government, students must be enrolled in a minimum of six units and meet a cumulative 2.5 GPA requirement.

Students desiring to purchase discount tickets to movie theaters, theme parks or athletic events through the Cashier's Office and those wanting free admission to Citrus College football home games must have paid the current Student Service fee. Payment of this fee is also required for participation in various social activities.

FACILITIES/LOCATION

The SLLD office, the Student Affairs office, basic needs coordinator, and the student lounge are housed in the Ross L. Handy Campus Center building. The Campus Center will be closed between April 2017 and May 2019 while it is being renovated. During this time the SLLD office, the Student Affairs office, and the student lounge will be temporarily housed in the Educational Development Center building. The newly renovated Ross L. Handy Campus Center will reopened in May 2019. Once it is reopened, the campus food pantry and the Class Pass bus program will be house there.

All department offices for Student Affairs, the SLLD office, the Associated Students of Citrus College (ASCC), the ASCC executive board meeting room, and ASCC equipment for events are located in the building.

The Campus Center facility hosts two (2) large event spaces for use by students, employees, and facility rental clients. The center has two (2) small conference rooms and one (1) large conference room. Conference rooms are available to campus clubs and student organizations for meetings and activities.

COORDINATION

The success and growth of the SLLD office is largely due to its relationships and collaborations with other programs and services. The student life supervisor participates in several campus committees and workgroups, which include the: 1) Academic Calendar Committee; 2) Student Services Committee; 3) Sustainability Committee; 4) Guided Pathways Communications Team Workgroup; 5) Title IX Workgroup; 6) Truth Initiative Workgroup; 7) Student Services Training Workgroup; and 8) the Accreditation workgroup for area 1B (Assuring Academic Quality and Institutional Effectiveness).

The SLLD office regularly collaborates with other programs in the Student Services division to provide workshops and events and to coordinate resources for students. Some of these activities include collaborations with:

- The Student Health Center to plan and execute activities for Sex 101 Week, to promote healthy sexual behaviors and attitudes during the month of April and suicide prevention activities during the month of September;
- The Department of Campus Safety to plan emergency preparedness training for student leaders during their orientation and to provide emergency preparedness workshops for the student body during National Campus Safety Awareness Month in September;
- The Title IX Coordinator to provide Title IX Sexual Misconduct training for student leaders and workshops for the student body;
- The Veterans Success Center to provide events that celebrate student veterans such as Saluting Our Veterans and the ASCC Veterans Appreciation Lunch; and
- Faculty to plan and coordinate cultural heritage events such as Black History Month, Hispanic Heritage Month and Women's History Month.

In addition, the SLLD office participates in planning and coordinating Saluting Our Veterans, the Student Achievement Awards, Women's History Month, commencement, and coordinates the bi-annual Student Services Fairs.

BUSINESS OFFICE (DESCRIBE HOW THIS PROGRAM WORKS WITH THE BUSINESS OFFICE TO MONITOR BUDGETS AND FISCAL REPORTING?)

The Associated Student Organization (ASO) funds are housed separately from District funds and are managed by the Fiscal Services accounting technician.

Each month, the accounting technician supplies detailed reports of expenses. The student life supervisor meets regularly with the dean of students to review monthly reports from the Fiscal Services office. Additionally, the ASCC treasurer receives monthly summaries of all accounts which are reviewed with the student life supervisor and then reported to the ASCC Executive Board.

The SLLD office does not receive District funding. The only source of funding for the program and its staff comes from two student fees. The first is an optional student service fee. The student service fee is \$15 during the fall and spring semesters and \$9 during the summer and winter intersessions. The second is the student representation fee. The student representation fee funds are collected, housed, and expended by the college's Fiscal Services office, adhering to purchasing and expense protocols. The college charges a seven percent administrative fee, as allowed by Education Code 76060.5. Expenditures are strictly limited to those which support student advocacy at the local, regional, state, and federal levels.

Associated Student Organization accounts are audited annually by an external auditing firm during the same time as the college audit.

LINKS TO PLANNING (LIST HOW THIS PROGRAM IS ALIGNED WITH THE INTEGRATED PLAN AND THE STRATEGIC PLAN)

The SLLD staff and ASCC student leaders participate in the strategic planning process for the college. Student leaders participate in shared governance and are part of the decision making process for the college.

The supervisor works with the SLLD staff on drafting the annual program review. The annual program review incorporates goals from the strategic plan when making decisions and planning for SLLD to ensure goals are aligned. The SLLD goals are aligned with the following focus areas from the 2016-2021 Strategic Plan:

Focus area 5: Student Support

Focus area 6: Safe Environment

Focus area 9: Diversity and Equity

The SLLD activities listed in the Annual Implementation Plan (AIP) have included:

2017-2018 AIP:

Focus area 6.2.2 The Office of Student Life and Leadership Development will work with Campus Safety to promote emergency preparedness by providing trainings and workshops for students during campus safety month in September 2017.

Relationship to College Mission:

Events coordinated by the SLLD office and the ASCC Executive Board are in line with the college's mission in that they promote diversity, education, personal growth, student development and success.

PROGRAM STUDENT LEARNING OUTCOMES

2018-2022 SLLD PLOs

SLLD - PLO 1

Provide activities that engage students with the college and encourage personal growth and academic success.

Mapping

Strategic Plan Focus Areas: 5.2 Service environment, 5.5 Increase participation in support programs, 9.3 Culture of inclusion and collegiality, 9.4 Increase global awareness

SLLD - PLO 2

Provide leadership development opportunities for Citrus College students.

Mapping

Strategic Plan Focus Areas: 5.2 Service environment, 5.3 Effective student support services, 9.4 Increase global awareness

SLLD - PLO 3

Provide resources for housing and food insecure students to help them succeed in accomplishing their educational goals.

Mapping

Strategic Plan Focus Areas: 5.2 Service environment, 5.3 Effective student support services, 5.4 Mitigation of challenges to student success, 9.3 Culture of inclusion and collegiality

PAST PROGRAM REVIEW (UPLOAD PRE-TASKSTREAM PROGRAM REVEIWS HERE.)

The Taskstream system does not currently allow for the uploading of documents in this section. Dave Kary is aware of this problem and is working on it. However, the previous five years of annual program reviews have been uploaded into the Taskstream template.

Previous 5-Year Assessment Cycle/Upcoming 5-Year Planning Cycle

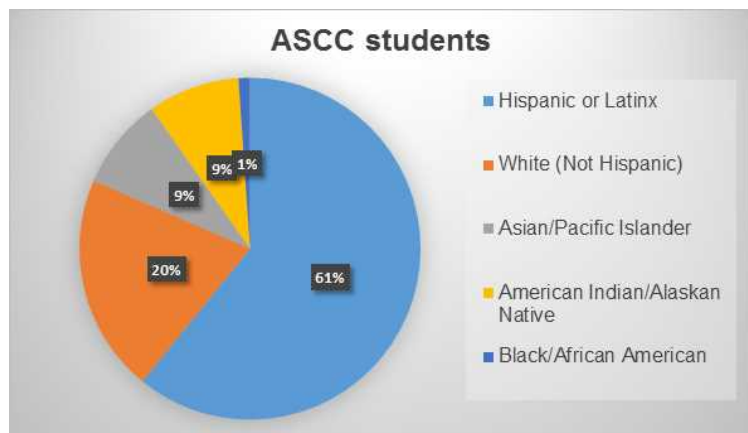
PROGRAM SELF-EVALUATION: A: ACCESS (ACCESS – DESCRIBE HOW THIS PROGRAM IS ACCESSIBLE TO STUDENTS.)

1. Compare demographic data from the college to the program, including ethnicity, gender, age, and students with disabilities.

The SLLD office serves the entire student population and the table below provides the demographic data of all Citrus College students. The SLLD office works closely with student leaders, provides resources to undocumented students, and provides resources or referrals for housing and food insecure students. The chart below shows the demographic data of the student government leaders for the past five years. As shown on the chart, 61% of the students who participated in student government are Hispanic or Latinx, which is similar to the percentage of the Citrus College Latinx student population.

Demographic data from the college as a whole, including ethnicity, gender, age, and students with disabilities. Provided by the Office of Institutional Research, Planning and Effectiveness.

Collegewide	Annual 2013-2014		Annual 2014-2015		Annual 2015-2016		Annual 2016-2017		Annual 2017-2018	
	n	%	n	%	n	%	n	%	n	%
Total	18,615	100.0%	19,035	100.0%	20,002	100.0%	20,176	100.0%	19,948	100.0%
African-American	879	4.7%	796	4.2%	847	4.2%	787	3.9%	766	3.8%
American Indian	34	0.2%	32	0.2%	37	0.2%	35	0.2%	32	0.2%
Asian	2,215	11.9%	2,227	11.7%	2,419	12.1%	2,416	12.0%	2,407	12.1%
Hispanic	10,908	58.6%	11,489	60.4%	12,248	61.2%	12,263	60.8%	12,320	61.8%
Multi-Ethnicity	506	2.7%	535	2.8%	552	2.8%	554	2.8%	561	2.8%
Pacific Islander	35	0.2%	32	0.2%	35	0.2%	25	0.1%	19	0.1%
Unknown	260	1.4%	332	1.7%	358	1.8%	760	3.8%	713	3.6%
White	3,778	20.3%	3,592	18.9%	3,506	17.5%	3,336	16.5%	3,130	15.7%



2. Describe the effectiveness of the program in enabling success for underprepared and underrepresented students.

The SLLD office is accessible to students by providing opportunities, programs and services to all students, including underrepresented students, those with basic needs, and coordinating activities that celebrate diversity. The SLLD office collaborates with campus clubs to provide workshops that will encourage a more inclusive environment, such as Dreamer Ally Trainings, LGBTQ+ Inclusivity Workshops, Title IX Workshops, Human Trafficking Forums, and suicide prevention activities.

According to the California Community College #RealCollege survey completed during the fall 2018 semester, “nearly 1 in 5 community college students are either homeless or do not have a stable place to live...” and, “a combined 52 percent of students said they either couldn’t afford to eat balanced meals or worried whether their food would run out before having money to buy more.” In order to support housing and food insecure students, the SLLD office schedules and coordinates a mobile food pantry visit twice a month during the fall and spring semesters. In addition, a campus food pantry was opened in the Campus Center and a basic needs coordinator was hired during the winter 2019 term to help serve this vulnerable student population. One of the program goals is to provide these students support and resources so that they can focus on achieving their academic goals.

PROGRAM SELF-EVALUATION: B STUDENT SUCCESS

The SLLD office is an extracurricular program and does not track the number of transfers or degree completions for the students that participate in activities. However, the SLLD staff promote on-campus and off-campus resources available to students to help them achieve their academic goals. Student Life and Leadership Development will continue to provide student services and resources that remove barriers to students’ education and support their academic success and completion. An example of this is encouraging students to use the Class Pass bus program, which provides reliable transportation for students to attend class. Another example is the Mobile Food Pantry program to help students alleviate hunger so that they can focus on accomplishing their academic goals.

In addition, the SLLD office supports all college initiatives. One of the major initiatives that the student life supervisor and ASCC student leaders are participating in is Guided Pathways, which creates clear academic pathways for students, helps students choose and enter a path, helps students stay on the path, and ensures that learning is happening.

PROGRAM SELF-EVALUATION: C NON-CREDIT GOALS

N/A

PROGRAM SELF-EVALUATION: D EXEMPLARY PRACTICES AND SERVICES (LIST EXEMPLARY PRACTICES AND SERVICES OFFERED THAT COULD BE SHARED WITH OTHER DEPARTMENTS.)

Through student participation in SLLD programs, student government, campus clubs, or use of SLLD services, staff are able to identify the resources students need.

In addition, SLLD continuously assesses the current needs of students to ensure programs are relevant. Some of the activities, programs, and services that have been offered over the last five years include:

- Basic needs support and referrals
- Black History Month events
- Food Pantry services
- Hispanic Heritage Month events
- Leadership and Mental Health workshops that vary from year to year
- LGBTQ+ Ally Training
- Mental Health Fair
- Mobile Food Pantry
- Night Owls (late study sessions for students the week before finals)
- Student leadership trainings
- Student Services Resource Fairs
- Women's History Month events

PROGRAM SELF-EVALUATION: E COMPLIANCE

1. Provide an overview of how this program meets applicable minimum requirements of law.

The supervisor regularly attends conferences and workshops hosted by the California Community College Student Affairs Association and those provided by the college. In addition, the supervisor is subscribed to a listserve to receive information regarding changes in case law and Education Code, general concerns, and best practices.

The ASCC Executive Board and Inter-Club Council members receive training each semester. During the training, students carefully review the ASCC governing documents and college policies and procedures that apply to them. They also receive training on the Brown Act (a California open meeting law) and the requirements for following its guidelines.

When developing the ASCC budget each year, the supervisor and student leaders review Title IX requirements as they apply to support for athletics. Payment request forms and documents are carefully reviewed to ensure that expenditures fall within the ASO fund expenditure guidelines.

The SLLD office is proactive in recommending changes to Board Policies (BP) and Administrative Procedures (AP) that are related to the programs that it oversees. Some of those BPs and APs include:

- Board Policy and Administrative Procedure 5400 Associated Students Organization;
- Board Policy and Administrative Procedure 5410 Associated Students Elections;
- Board Policy and Administrative Procedure 5420 Associated Students Finance;
- Administrative Procedure 5450 Student Clubs and Organizations;
- Administrative Procedure 5460 Student Fundraising; and

- Administrative Procedure 5470 Sale/Distribution of Food Items.

Additionally, the staff ensures they are in compliance with the Family Educational Right and Privacy Act (FERPA), as it relates to student records.

2. Describe compliance initiatives undertaken since last program review.

Since the fall 2017 semester, the Chancellor's Office has provided community colleges with Hunger Free Campus funds. The Hunger Free Campus program was created to assist colleges with funding their food pantry services, providing support to food insecure students, providing basic needs resources, and helping students enroll in CalFresh (food stamp) services. The SLLD office schedules bi-monthly mobile food pantry events, coordinates monthly CalFresh tabling events, maintains the campus food pantry, and hired a basic needs coordinator to support and refer students to on-campus and off-campus resources.

PROGRAM SELF-EVALUATION: F ENVIRONMENTAL IMPACT (HOW HAS THE PROGRAM CONTRIBUTED TO A GREENER CAMPUS ENVIRONMENT.)

The student life supervisor is a member of the college's Sustainability Committee along with one Associated Students of Citrus College (ASCC) student representative. The committee's focus is to make the campus more sustainable by implementing greener programs. Each spring semester ASCC hosts an informational table on sustainability awareness on Earth Day (April 22).

The Student Life and Leadership Development (SLLD) office is making an effort to reduce dependence on printed materials for both operations and marketing needs. During the spring 2017 semester the SLLD office transitioned from paper ballots to electronic elections for student government. In addition, the SLLD office transitioned to online club forms and as a result, the majority of correspondence with clubs and their advisors is done electronically.

Most campus events are promoted through social media and email. By promoting events this way, the SLLD office prints less paper fliers than it did five years ago.

PROGRAM SELF-EVALUATION: G DATA REPORTING

1. Current data gathering for SLLD programs is mainly self-reported and therefore is a general snapshot of club, student government, and event participation. There is currently no campus technology capable of gathering complete student participation data during large activities and workshops, especially for events that are outdoors. Headcounts are taken at most events, but do not provide a clear representation of the demographics of the students served.

Due to the lack of a student tracking system, it is believed that participation and membership in student clubs is underreported to the SLLD office. This information is collected each semester from students via online forms and exported into an Excel worksheet. Underreporting is also due to students joining clubs after rosters were submitted to the SLLD office.

2. The SLLD office hopes to improve tracking using technology.

PROGRAM SELF-EVALUATION: H TECHNOLOGY NEEDS (EXPLAIN HOW FACULTY, ADMINISTRATORS, STAFF, AND STUDENTS INTERACT WITH THIS PROGRAM.)

1. There is a need for a system where students who have paid their student service fee can show they have paid the fee when their Citrus College ID is scanned or swiped. The current practice is to place a sticker on student IDs each semester. The cost of the stickers is \$3,227 per year, plus the costs of the fliers that the stickers are attached to, and the labor of attaching the sticker to the flier.
2. There is a need for a student tracking system where club officers can log in to update member information throughout the year. This will help with better tracking student participation in clubs.
3. The students who use the Campus Center lounge area use their laptops, tablets or phones and need to charge them but have limited power outlets. A viable solution is to purchase two rapid charging stations to better serve the needs of students.

PROGRAM SELF-EVALUATION: I INTERACTION

The SLLD office has an open-door policy in an effort to increase personal interaction and communication with students and employees. Email is often used for questions about processes, meeting arrangements and office protocols. The SLLD staff interact with faculty, administrators, classified staff, students, and community members on a daily basis. The SLLD office provides a wide range of services and supports the entire campus community.

The SLLD office often encourages faculty to either bring their entire classrooms to events or offer extra credit for attending activities and speaker events that may complement their classroom curriculum. Faculty are also encouraged to collaborate in the planning of speakers and educational activities.

Since campus clubs are required by Board Policy 5450 Student Clubs and Organizations to have a faculty advisor for their clubs, SLLD staff frequently communicate with faculty advisors, provide training and updates to assist faculty advisors with observing policies and procedures, fiduciary controls, and campus protocols.

The student life supervisor facilitates the participation of Associated Students of Citrus College (ASCC) student leaders on shared governance committees to ensure student representation. Student effectiveness and participation in these leadership roles is measured through meeting participation forms that are signed by committee chairs.

AWARDS AND SPECIAL RECOGNITIONS

The Student Life and Leadership Development (SLLD) office, in collaboration with the dean of students, has coordinated several initiatives to support food and housing insecure students. Due to the college's great success with these efforts, the office has been contacted by other colleges, including Mt. San Antonio College and Pasadena City College,

for guidance. The services provided to food and housing insecure students has been a great accomplishment by the program and the college.

SUMMARY OF PAST RECOMMENDATIONS/GOALS

Outcome	Mapping	Status	Completed
SLLD Goal 1: Coordinate and cooperate with consultants and facilities staff for Campus Center renovation, including the organization of plans for relocation of swing space during the 2015-2016 academic year. Person(s) responsible: student life supervisor and dean of students Estimated Completion: June 2015	Strategic Plan 2011-2016: 4.1.1	Completed - The Campus Center renovation began spring 2017 and was completed spring 2019.	May 2019
SLLD Goal 2: Develop a campus-wide, collaborative, effort to formalize and institutionalize cross-cultural awareness through speakers, clubs and mentors as well as diversity training. Person(s) responsible: student life supervisor, faculty, staff, and managers Estimated Completion: June 2014	Strategic Plan 2011-2016: 2.3.8	Completed - Each semester SLLD schedules and coordinates events and workshops that promote and celebrate diversity.	December 2018
SLLD Goal 3: Create a unified identity and marketing campaign for SLLD to proactively inform and recruit the campus community to become involved with student organizations, student government, student activities, the Campus Center, and SLLD services. Data received through the comprehensive program review survey showed that nearly 50% of students do not know what the purpose or services are for the SLLD office. Additional information gained from the survey demonstrated a lack of understanding in the difference between the Student Affairs Office and the SLLD office. Person(s) responsible: student life supervisor and professional expert Estimated Completion: Fall 2015	Strategic Plan 2011-2016: 2.2	Completed - Each semester the SLLD office provides students with information about the services that it offers.	December 2018
SLLD Goal 4: Work with Technology and Computer Services (TeCS) and/or a third-party vendor to develop electronic solutions to managing the SLLD office, including campus club registration and membership data; electronic activity request approval and notifications; electronic payment of club or honor society dues and the creation of co-curricular transcripts for students. Person(s) responsible: student life supervisor, student leaders and TeCS staff Estimated Completion: June 2014	Strategic Plan 2011-2016: 3.1	Completed - The implementation of OrgSync was completed in spring 2017.	March 2017

SUMMARY OF PAST LEARNING OUTCOMES

The following two program learning outcomes were assessed from 2013-2018:

SLLD PLO1: Provide relevant and engaging activities for the Citrus College student body.

SLLD PLO 2: Provide leadership opportunities for Citrus College students.

For the past five years, SLLD has assessed student participation in campus events. During this time period, student participation in events and in student government has mostly increased with the exception of two years (2014-2015, 2017-2018) where there was a slight decrease. Although increasing event attendance and student participation in student government will always be a goal for the SLLD office, providing professional leadership development workshops and assessing the outcome of students' knowledge of workshop topics will be another focus moving forward.

LONG TERM RECOMMENDATIONS/GOALS

2018-2022 SLLD Goals

2018-2022 Goal 1

Provide leadership and personal development workshops for students.

Mapping

Strategic Plan Focus Areas: 5.2 Service environment, 5.3 Effective student support services, 5.5 Increase participation in support programs, 9.4 Increase global awareness

2018-2022 Goal 2

Update the SLLD website and add more resources for campus clubs, basic needs resources, and leadership development opportunities.

Mapping

Strategic Plan Focus Areas: 5.1 Enhance services through technology, 5.2 Service environment, 5.3 Effective student support services, 5.5 Increase participation in support programs

2018-2022 Goal 3

Move the Class Pass (bus pass program) to the Campus Center.

Mapping

Strategic Plan Focus Areas: 5.2 Service environment, 5.3 Effective student support services, 5.5 Increase participation in support programs

2018-2022 Goal 4

Work with the Technology and Computer Services (TeCS) office to create a system where students who have paid their student service fee can show when their Citrus College ID is scanned or swiped in order to eliminate the student service fee sticker.

Mapping

Strategic Plan Focus Areas: 5.1 Enhance services through technology, 5.2 Service environment, 5.5 Increase participation in support programs, 7.1 Sustainable practices

2018-2022 Goal 5

Establish a Resource Center in the Campus Center to provide resources for disproportionately impacted populations as identified in the college's equity plan and to provide information and resources for undocumented students.

Mapping

Strategic Plan Focus Areas: 5.2 Service environment, 5.3 Effective student support services, 5.4 Mitigation of challenges to student success, 5.5 Increase participation in support programs, 6.2 Safe learning environment, 9.3 Culture of inclusion and collegiality, 9.4 Increase global awareness

2018-2022 Goal 6

Increase student participation in student government by 10 percent.

Mapping

Strategic Plan Focus Areas: 1.3 Participation in activities, 5.5 Increase participation in support programs, 9.4 Increase global awareness

2018-2022 Goal 7

The SLLD office will develop and provide a training retreat for club advisors.

Mapping

Strategic Plan Focus Areas: 3.3 Professional development opportunities and resources, 5.2 Service environment

2018-2022 Goal 8

Create a plan to bring awareness to Guided Pathways and support the Guided Pathways Communication Design Team.

Mapping

Strategic Plan Focus Areas: 5.2 Service environment, 5.4 Mitigation of challenges to student success

SLO EVALUATION PLAN

Program Learning Outcome	Assessment	Criteria for Success
PLO 1: Provide activities that engage students with the college and encourage personal growth and academic success.	Schedule at least two personal development activities each year. Participants will receive a survey assessing their level of awareness or knowledge of the topic after participating in the activity.	At least 80% of participants will indicate that by attending the activity their level of awareness or knowledge in the topic has increased.
PLO 2: Provide leadership development opportunities for Citrus College students.	Schedule at least two leadership development workshops each year. Participants will receive a survey assessing if their participation in the workshop was helpful in increasing their leadership skill in that topic.	At least 80% of participants will indicate that by attending the workshop their leadership skill in that area has increased.

PAST BUDGET SUMMARY (SUMMARY OF RECENT YEARS' BUDGET PROPOSALS)

A request for the modernization of the Ross L. Handy Campus Center building was approved. The modernization of the building began in August 2017 and will conclude in May 2019. For the past five years the SLLD office requested a full-time administrative clerk and, although the request was denied, the SLLD office was approved to hire a second 49 percent administrative clerk. The SLLD office requested a subscription to OrgSync, an internet-based service provider for clubs, which was approved in 2016.

BUDGET PLANNING (NARRATIVE DISCUSSING MAJOR BUDGET PLANS FOR THE NEXT 5 YEARS)

The SLLD office provides services to the entire student population. In addition, SLLD oversees basic needs and provides support to club advisors and student leaders. Currently there is only one full-time employee in the SLLD office, the supervisor, and it is a challenge to provide adequate and consistent support to the students and employees that the office serves. In order to meet the needs of students and successfully accomplish the SLLD office goals there is a need for additional full-time employees. Budget request for the next five years include making the current part-time basic needs coordinator, student programs facilitator, and administrative clerk II full-time employees.

In addition, one of the SLLD's goals is to establish a Resource Center in the Campus Center. In order to accomplish this, one of the Campus Center meeting rooms will have to be converted into a Resource Center. There will also be a need for a full-time employee.

Another project for the next five years is to obtain funding to secure the Campus Center reception area in order to protect computers, card readers, Class Pass equipment, and Class Pass stickers. Installing two windows and one door will secure the reception area. And, purchasing two rapid charging stations for the Campus Center.

Appendix

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- A. **SLLD Student Activities 2013-2014.docx** (Word Document (Open XML))
 - B. **SLLD Student Activities 2014-2015.docx** (Word Document (Open XML))
 - C. **SLLD Student Activities 2015-2016.docx** (Word Document (Open XML))
 - D. **SLLD Student Activities 2016-2017.docx** (Word Document (Open XML))
 - E. **SLLD Student Activities 2017-2018.docx** (Word Document (Open XML))
 - F. **SLLD Student Activities 2018-2019.docx** (Word Document (Open XML))
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