STUDENT LIFE AND LEADERSHIP DEVELOPMENT
STUDENT SERVICES
COMPREHENSIVE PROGRAM REVIEW and PLAN
2008 to 2013

Committee Members:

Sara Acevedo	Daniel Celebertti	Veronica Estrada
Kyle Greenberg	Rene Gutierrez	Felice Marbella
Cerise Matzen	Martha McDonald	Adrienne Thompson

Executive Summary (brief summary, commendations, challenges, and recommendations):

It is estimated that more than 70 percent of what a student learns in college occurs outside of the classroom (Kuh, Schuh, Whitt, & Associates, 1991). The book "Involving Colleges: Successful approaches to fostering student learning and development outside the classroom," (1991) cites seven types of out-of-classroom experiences: cultural, social, political, religious, communication, academic, and athletic. Of these seven types, the Student Life and Leadership Development (SLLD) program directly addresses four types (cultural, social, political, and religious) and supports co-curricular efforts of the other three experiences (communication, academic, and athletic).

SLLD Supervisor plans, manages, organizes and implements the District's comprehensive student activities, student government, student leadership and development, and personal wellness programs. Such programs promote opportunities for all students to engage in multi-cultural, social, and leadership activities. SLLD includes: 1) the Associated Students of Citrus College (ASCC), 2) campus clubs, 3) student activities, 4) the Leadership Academy, and 5) the Campus Center.

Members of ASCC's executive board plan and execute a variety of educational and social activities. ASCC administers a campus service budget of $600,000, represents students' interests on District committees, provide effective student representation in the college's shared governance activities, and advocates for students at local and state levels. ASCC is led by an executive board of 19 student leaders (10 of whom are elected and nine of whom are appointed).

SLLD oversees more than 30 campus clubs, as well as sponsors comprehensive student activities programs consisting of social, cultural, political, and religious experiences. A full and vibrant calendar of student activities are planned each year, ranging from cultural diversity presentations, community service opportunities, activities designed to elevate students' political awareness and civic engagement, and some of a purely fun and social nature. SLLD established the Leadership Academy in spring 2012 as a non-credit curriculum of workshops and experiences designed to cultivate leadership excellence. The workshops help students to enhance their leadership competencies and potential. The Leadership Academy has been currently suspended since fall 2012 due to lack of staffing. The program also manages the administration of the Campus Center facility and the student benefits programs. An average of 498 unique meetings, activities, and events are held each year in the Campus Center. The office provides services to students during both day and evening hours, including some weekends.

The SLLD program develops and conducts frequent student analyses to identify needs for new programs and services and evaluates the effectiveness of current programs. In spring 2013, A Student Life Survey was administered to all enrolled students to evaluate current programs. An astounding 862 responses were received from students, providing valuable information about students' awareness of, participation in, and impressions of the programs and

services offered by SLLD. A similar, but tailored survey was sent to full-time faculty, classified staff, supervisors, and managers. From that survey, 129 responses were received to gage their perspective on the program and suggested recommendations to increase club advisor participation.

Challenges faced by the SLLD program are largely attributable to staffing gaps. Since the mid-1980s, the program has had one 49 percent Administrative Clerk and one full-time employee, irrespective of 80 percent student growth rates (9,083 in 1984-85 vs. 16,399 in 2012-2013). SLLD has reached capacity for program growth, resulting in the suspension of the Leadership Academy. An additional program challenge is actively engaging participation in student activities, workshops, and clubs. The Student Life Survey results show that 41 percent of students feel that student activities have little to no contribution to their academic success, and 21 percent of respondents did not know where to find the SLLD office. Many questions on the survey related to the purpose and location of the Student Life and Leadership received "no opinion" answers, leading to the deduction that these students have not interacted regularly with the program. A reoccurring theme noted was that students asked for more staff to assist them in the Campus Center and Student Life offices. A minor concern is the sustainability of funding sources, particularly that of the bookstore dividend, which makes up nearly 60 percent of the costs of salaries and benefits for the program staff.

Recommendations and priorities for the program include: increase staffing to grow, redesign, sustain, and support co-curricular programs; work collaboratively with the District and vendors for the proposed Campus Center renovation; develop a formal campus-wide collaborative effort to institutionalize cross-cultural awareness; develop technology-based solutions to managing the activities of clubs and organizations; and redesign a program identity and launch a marketing campaign to reach more students for active engagement in student clubs, organizations, and activities.

1. Program Mission/Description:

Program Mission and Relationship to College Mission:
Through participation in programs offered by the Office of SLLD, students will become better engaged with Citrus College while also formulating basic life skills and confidence to become responsible global citizens. The SLLD program, previously known as "Student Activities" (Appendix A) is committed to providing high quality experiences that enhance and facilitate limitless opportunities for student involvement in campus clubs, student government, and other campus activities that foster leadership development, educational and personal growth, diversity awareness, civic engagement, and social responsibility.

Through participation in programs offered by the Office of SLLD, students will become more engaged with the Citrus College community, which will help increase their retention towards college completion while also formulating basic life skills and confidence to become responsible and active global citizens.

Program Description:
SLLD plans and implements social, cultural, political and religious activities, as well as other developmental programs to support the holistic growth of the student. SLLD includes the Associated Students of Citrus College (ASCC), led by an executive board of 19 student leaders, ten of whom are elected and nine, which are appointed. ASCC represents the interests of students on College committees and advocates for students at local and state levels, as well as administering a campus services budget in excess of $600,000 annually. SLLD also oversees more than 30 campus clubs, as well as coordinates a comprehensive student activities program of social, cultural and professional development experiences. A core combination of leadership and personal development workshops are offered. This program also manages the administration of the Campus Center facility, equipment usage, and student benefits program. SLLD is the point of contact for free speech questions, approval of postings for campus clubs and student activities, and monitors the posting of materials around campus. Lastly, SLLD with the assistance of the Student Business Office maintains a large student benefits program. This office provides services to students daily during the day and evening.

The program changed its name in spring 2009 to better reflect and clearly communicate the breadth and totality of the program’s services (Appendix B).

A. Awards and special recognition

In 2009, the SLLD Supervisor wrote the curriculum for the Foundations of Leadership course. This course was the first leadership class in the State to be approved as transferrable into the University of California and California State University articulation agreement. The course is required as either a pre or co-requisite to holding a leadership position with the ASCC.

The program has been recognized for its annual community service blood drives by both the American Red Cross and the Migrant Students Foundation. Since 2010, the College has participated in the annual Cesar Chavez National Blood Drive Challenge. This challenge is meant to engage minority students in service through blood donation and recruiting signups for the National Marrow Donor Registry. Each year, the number of colleges and universities involved has expanded, yet each year, Citrus continues to improve in the rankings. During its first year of participation in 2010, Citrus placed 36th out of 114 schools nationwide. In 2013, 245 colleges and universities participated and Citrus tied for 3rd place with University of Arkansas, Fayetteville.

The ASCC 2012-2013 President, Andres Navarro, received the "California Community College's Presidential Award" at the Spring 2013 General Assembly of the Student Senate for California Community Colleges for excellence and involvement at the regional level. Citrus College is a member of Region 8 of the Student Senate for California Community Colleges. Mr. Navarro successfully completed the Foundations of Leadership (LEAD 103) course and was also a past participant in the Leadership Academy. Mr. Navarro stated it was his participation in the Leadership Academy that ignited his interest in taking a role in campus student leadership.

The SLLD Supervisor has served on the executive board of the California Community Colleges Student Affairs Association (CCCSAA) as a president from 2007 - 2010. She regularly presents at the organization's annual Student Leadership Conference. Since 2010, she has been invited each summer to Sacramento by the Chancellor's Office to provide leadership training to the new members of the Student Senate for California Community Colleges.

B. Students

1) Approximate numbers of students served annually (include student characteristics and trend data if available).
   Most students participating in campus clubs and student government mirror the demographics of the College (Appendix C), with traditional college-age students being the most involved. Data received from the Comprehensive Program Review survey indicates that nearly 60 percent of respondents have participated in some form of student life activity in the past three years. The annual Counseling Student Survey administered to graduates shows a co-curricular participation rate averaging 38 percent on campus. Conversely, data received from the Community College Survey of Student Engagement of the general student population shows much lower numbers of students actively involved in campus clubs (six percent in 2008). By looking at the different participation rates of graduates to general students, it could be deduced that those students who are actively involved in student life programs are more likely to be students of completion.

2) Describe eligibility requirements for participation in the program.
   Both in compliance with Board Policy 7101, Non Discrimination, and the spirit of holistic student development, the programs and services of the SLLD are open to all students regardless of national origin, religion, age, sex or gender, race, color, medical condition, ancestry, sexual orientation, marital status, physical or mental disability.

   For campus clubs and the Leadership Academy, it is strongly encouraged that students on academic or progress probation not participate. Staffing and technological limitations do not allow for the capacity to check each student, so this is done on an honor-system.

   To run for and hold a leadership position within student government, students must be enrolled in a minimum of seven units and meet grade point average (GPA) requirements of either 2.3 or 2.5 specific to the office held. Student leader eligibility is checked at least twice per semester. Student leaders are also required to complete the Foundations of Leadership (LEAD103) credit course prior to, or during, their first term of office.

Students desiring to purchase discount tickets to movie theatres, theme parks or special athletics events through the Student Business Office; or those wanting free admission to Citrus College Football home games must be in possession of a current ASCC Student Service Fee sticker on their college identification (ID) cards. This sticker is also required for participation in many social activities (Appendix D).

C. Staffing

1) Staff preparation and training.
SLLD has one (1) full-time Supervisor and one (1) 49% Administrative Clerk and up to seven (7) student aides depending on available financial resources.

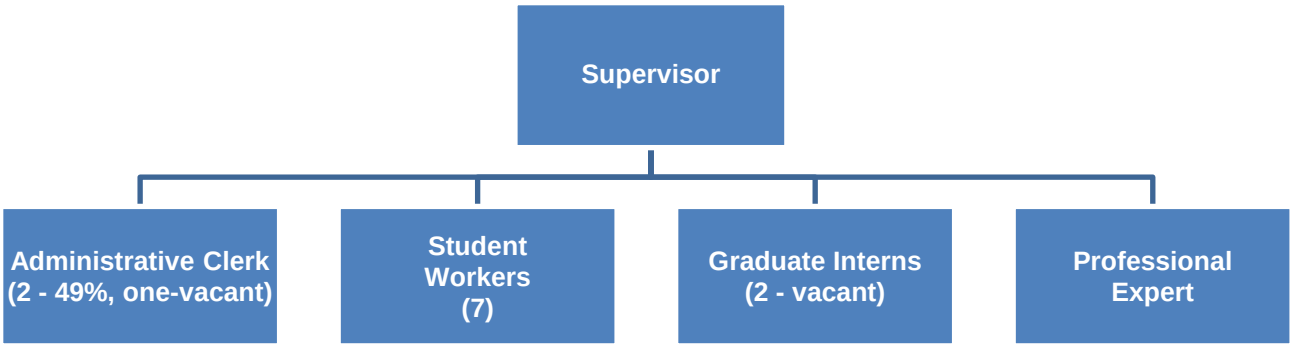
The minimum qualification for the supervisor position is possession of a bachelor's degree with two (2) years' experience in a community college or university student affairs environment. A master's degree in student development or other related subject is preferred. A valid driver's license is also required. The supervisor holds a bachelor's degree in Communications, a professional certification in fundraising and non-profit development, and a Master's degree in Leadership and Organizational Studies. The supervisor participates in multiple professional development opportunities each year through the District, the California Community College Student Affairs Association and the Student Senate for California Community Colleges. In June 2013, the supervisor received a Level I Certification for Advisors from the American Student Government Association. Additionally, as a member of the Emergency Information Officers group, the supervisor participates in all applicable training sessions related to the campus' emergency management system, and has completed the National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS) training.

Program staff members are encouraged to participate in District sponsored staff development activities and continuing education programs offered both on-campus and off-campus as well as via electronic methods such as webinars and teleconferences.

Student aides receive ongoing training in customer service, emergency protocols, and event operations.

2) Faculty minimum qualifications, diversity, and credentials.
N/A

3) Organizational chart with vacancies.



D. Facilities/Location

Centrally located to all parts of campus, the Campus Center facility hosts two (2) large event spaces for use by students, staff and facility rental clients; a conference room (capacity: 20); the ASCC Executive Board Room (capacity: 35); and the Staff and Faculty Lounge. For the past three (3) years (2010 -2013), the Campus Center supported an average of 498 events, with 651 individual events or meetings during the 2012-2013 school year. Survey responses received show that students who did utilize the Campus Center felt that there was a need for more meeting rooms for clubs and group study as well as a need to upgrade the wireless internet and lounging facilities for disabled students.

The SLLD program shares a common space with the Student Affairs/Dean of Students Office, which may create a blurred line of division for students to know the differences between the two offices and its function (student activities and student discipline). Many comments received in the 2013 Student Life Survey showed that students do not recognize the distinct difference between the two offices, its services or its staff. This blurred line of office space formality has increased environmental concerns, such as noise, levity and student crowding. The planned Campus Center renovation will address this issue.

The Campus Center was built in the early 1960s and is in need of renovation to upgrade the infrastructure, as well as the aesthetics and utility of the facility. The current configuration, equipment and atmosphere do not easily lend to the variety of events held in the building which could include a speaker on diversity in the morning, a formal dinner in the evening and a rental for filming the next day. The Campus Center remodel project was included in the Measure G bond plan and will likely begin with the 2015-2016 school year. The SLLD Supervisor, along with the Dean of Students, have met with campus facilities personnel and architects for the space planning and initial drawings. It is anticipated that the Campus Center will begin to phase out booking of the venue beginning in June 2015. The project is expected to take up to two (2) years to complete. During the remodel, the Campus Center activities will be relocated to alternative campus and off-campus venues. The SLLD program, staff lounge space and ASCC offices, along with Student Affairs Office/Dean of Students, will also be relocated temporarily.

2. Key Functions/Goals:

Program Goals and Objectives:

- Plan and implement a comprehensive calendar of activities for students
- Oversee all campus clubs: their organization, constitution, advisors, campus procedures, meetings, co-curricular activities, fundraisers, and risk management
- Advise and plan long term goals and activities with ASCC Executive Board
- Facilitate student participation in Shared Governance
- Provide specialized leadership training to students from student government and campus clubs
- Monitor and maintain campus posting areas
- Approve student life-related fliers and posters
- Oversee the operations of the Campus Center, including scheduling, event management, and monitoring maintenance/construction needs
- Anticipate and proactively respond to potential District liability with respect to student activities and Campus Center operations
- Develop ASCC budget with Executive Board members
- Approve ASCC Expenditures and monitor budgets
- Coordinate and maintain a comprehensive discount/benefits program for members of ASCC

Program Metrics (below): Student participation annually.

	***2006-2007**	***2007-2008**	**2008-2009**	**2009-2010**	**2010-2011**	***2011-2012**	**2012-2013**
Number of student clubs	FA-20 SP-30	FA-33 SP-38	FA-26 SP-14	FA-28 SP-26	FA-28 SP-21	FA-14 SP-29	FA-32 SP-34
Number of students enrolled in Student Government class	FA-12 SP-17	FA-13 SP-15	FA-18 SP-12	FA-16 SP-16	FA-20 SP-17	FA-14 SP-12	FA-17 SP-21
*Number of student hours provided on College Committees	*N/A	*N/A	FA-57 SP-73	FA-106 SP-65	FA-98 SP-169	*N/A	FA-34 SP-141

*Student Committee Hours – data for 2006-2007 and 2007-2008 was lost when computers were upgraded. During the 2011-2012 academic year, the ASCC did not complete the tracking forms due to a miscommunication from the ASCC President to the board in fall 2011, and a subsequent lack of follow-through by the board members.

A. Explain how this program coordinates with Instructional and Student Services programs, Institutional Research, and TeCS.

The success and growth of the SLLD program is largely due to its relationships and collaboration with other programs and services. The Supervisor of SLLD participates in several student services committees including Student Services, Academic Calendar and Sustainability Team. The supervisor has been a past participant in

the Transfer Task Force, the Community College Survey of Student Engagement (CCSSE) administration, and accreditation teams.

Due to its accessibility to students through email lists, social media, student activities, and Campus Center usage, the SLLD program is frequently asked to help promote events, programs and services such as those sponsored by Counseling and Advisement, Center for Teacher Excellence, Career/Transfer Center, Vice President of Student Services Office, and Financial Aid. As partners in student success, the program is happy to do so and often receive the same courtesy in return.

The program regularly collaborates with the Veterans Center and Student Health Center to provide shared wellness workshops and events to maximize resources while meeting both the personal and social needs of students. These include events such as: Saluting Our Veterans; safe body art practices; stress management; personal safety; Sex 101 Week (which promotes healthy sexual behaviors and attitudes); and suicide prevention.

The ASCC supports numerous student services and instructional programs of the campus both financially and with its voluntary services. A full 25 percent of ASCC's annual budget is allocated to supporting campus programs, services and students. Collaboration is a fundamental value of the program and ASCC is a regular sponsor of Welcome Day, transfer fairs, major-specific transfer workshops, the Honors Program, Phi Theta Kappa, and the annual scholarship breakfast. Additionally, the ASCC maintains the Campus Center facility and purchases/owns the equipment used around campus for special events, workshops, and meetings.

SLLD frequently works with Institutional Research to recruit students for focus groups, assisting with administration of the Community College Survey of Student Engagement, raising awareness of campus online surveys, and works with ASCC to provide student participants for the Institutional Research and Institutional Effectiveness committees. Institutional Research reviewed and provided suggestions for the surveys used for this Program Review.

Technology and Computing Services (TeCS) provides services that support the everyday business of the SLLD office, including maintenance of computer terminals and peripheral equipment in offices, as well as the Campus Center kiosks. Because students rely heavily on electronic communications such as social media and email, the SLLD program is dependent on a functioning website, email systems and internet access. TeCS provides reports needed for ASCC elections each semester and supports the constantly evolving Student Life webpages with training and the college's webmaster.

B. Describe how this program works with the business office to monitor budgets and fiscal reporting?

The SLLD Supervisor meets regularly with the Dean of Students and the Associated Student Organizations (ASO) Account Technician 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 report to the ASCC Executive Board. When requested, the ASO Account Technician supplies detailed reports of expenses.

The SLLD program receives no direct District funding. The primary sources of funding for the program and its staff come from an optional Student Services Fee and a dividend on earnings from the Owl Bookshop (Appendix E).

The Associated Student Organizations (ASO) funds are housed separately from District funds and are managed by the ASO Account Technician and ASO Cashiers whose salaries are proportionally paid through ASO funds. Expenditures from ASO funds are paid only with proper backup documentation and multiple signatures in accordance with Administrative Procedure 5420 Associated Students Finance and Education Code 760603-76065.

Student Representation Fee funds are collected, housed, and expended by the District's Fiscal Services office, adhering to standard district purchasing and expense protocols. The District charges a seven (7) 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. Reference Section 76060.5 of the Education Code and the Chancellor's Office's Legal Opinion numbers 95-24, and 12-04 set standards for collection and expenditure of said funds.

ASO accounts are audited annually by an external auditing firm at the same time as the District audit.

C. List how this program is integrated with the student equity plan and strategic plan.

Both program staff and students from ASCC participate in the strategic planning processes for the District and the Student Life program. The supervisor provides data as necessary for strategic planning and is the primary author of the annual program review updates.

3. Program Self Evaluation:

A. 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 (provide trend data and analysis if available).
SLLD seeks to provide opportunities, programs and services to students of all ages, backgrounds and abilities. Due to limited staff and lack of past student participation, programs are generally not offered in the evening. This is common on commuter campuses such as Citrus College.

Speakers, workshops and social activities include students of all ages, ethnicities and abilities.

The 2013 Student Life Survey reported that nearly thirty six percent (36%) of students interact with the Student Life and Leadership program at least once per semester. Since 2009, the program included several student club/organization involvement questions on the Counseling Department's Annual Survey of Graduates. Data collected over the last five years shows that an average of 38 percent of graduates had participated in some form of student life activities (Appendix F).

A total of 1,032 students were active in campus clubs during the 2012-2013 academic year. Within that group, demographic data was identified for 773 students. Of the 773 students, 217 received a degree or certificate, 25 students received a transfer degree, and 89 students received a degree or certificate and had a GPA of 3.3 or higher. There were also 71 students who utilized the services of Disabled Student Programs & Services (DSP&S).

2) Describe the effectiveness of the program in enabling success for underprepared and underrepresented students.
Student Life programs, particularly those teaching social skills and supporting academic endeavors, add another level of student engagement and provide opportunities for students to develop confidence, self-efficacy, cultural literacy, democratic values, and basic life and social skills necessary for future success, both as students and as global citizens.

B. Student Success – Review how well the students are completing their educational goals compared to the total college population (provide trend data and analysis if available).

The program services and activities provide opportunities for student engagement and campus affinity, which may lead to higher levels of success, lower rates of attrition and higher levels of satisfaction with the college experience.

Recent graduate surveys conducted by the College's Counseling division showed a positive trend of students graduating who participated in some form of SLLD programs or activities.

1) Number of degrees and certificates awarded. N/A

2) Number of transfer-prepared students. N/A

3) Number of transfers. N/A

C. Achievement of non-credit educational goals.

N/A

D. List exemplary practices and services offered that could be shared with other departments.

Student Life and Leadership Development (SLLD) staff strives to make personal connections with students by encouraging them to communicate with the office either in-person and/or by email, social media, or telephone. Students are frequently reminded that "they" are the job rather than a disruption to work. Because of the relationships built with students through their participation in student life programs, campus clubs, student government, or simply utilizing the Campus Center, program staff are able to identify students on the verge of, or in, crisis before they even realize it, or their grades reflect their struggles. Many of these students are given extra personal encouragement or are referred to academic counseling, tutoring, or mental health services.

Feedback from students both in small focus groups and through the Student Life survey (Appendix G) shows that students value the environment of the Campus Center and felt the staff were welcoming and encouraging and that the programs increased their engagement on campus. Specific feedback from a couple of students included: "the office is almost always open. When I need help from them it's usually easy to find someone who is available," and "they have welcomed me with open arms from the first visit and I am not afraid to come back."

Significant changes in the environment have been undertaken in the last four years to make the Campus Center a welcoming, comfortable place for students to meet, study, and relax between classes. Research shows that students who leave campus between classes, often do not return, which contributes to higher rates of absenteeism and lower rates of success. New furniture, wireless internet, upgraded sound and audio-visual systems, along with repealing a ban on eating and drinking, have contributed to a friendlier location for students to pass the time between classes. One student commented that the Campus Center "takes me away from the chaos of work and school." Sixty-two percent of respondents to the Student Life survey felt that the Campus Center was a welcoming environment, with over half (51 percent) of the respondents also indicating it was a comfortable space for studying. Staff perceptions of the Campus Center were similarly positive with 76 percent feeling it was a welcoming environment for students. Their impression of the Campus Center as a welcoming environment for staff was slightly less, but still positive at 55 percent.

Recognizing that social media has become the dominant form of communication for students, SLLD was one of the first campus programs to utilize social media to reach out to, and communicate with, students. Social media platforms used include Facebook, Instagram, Twitter, and previously, MySpace. Webpages and information contained therein were edited and condensed to provide quick and thorough information to students utilizing smart phones and tablets. Marketing practices and materials usually reflect the currency of pop culture, making the messages both interesting and accessible to students. Survey results indicated that students prefer email blasts, social media, and instructor announcements as sources of information.

Many campus programs and activities are student-driven, wherein students learn about project ideation and planning, and are encouraged to take calculated risks, providing valuable teachable moments for student development. Student initiative and accountability are guiding principles for the program and students often return to let staff know how much they learned and/or grew from their experiences as members of clubs, the Campus Activities Board, or the ASCC Executive Board. Student initiative, initial failure, and continued effort led to the successful election of a Student Representation Fee on campus, which provides dedicated funds for the student leaders' legislative efforts at the campus, regional, and State-levels.

Activities, policies and procedures of the program, as well as decisions about the Campus Center's furnishings and practices, have all been formulated with significant input from students so that it is the students whose needs are best served. A secondary positive outcome is that when activities, policies and procedures are student driven, the levels of support are increased. Innovative and successful activities since the last program review include World Suicide Prevention Day, Sex Week, Social Justice Week, the Cesar Chavez National Blood Drive Challenge, Veterans' Appreciation Breakfast, and a restructuring of Hispanic Heritage Month. It is important to the program to keep abreast of current issues and concerns, as well as cultural trends faced by today's students whether in academics or their social environment.

E. Compliance

1) Provide an overview of how this program meets applicable minimum requirements of law.
The SLLD program is proactive in maintaining those Board Policies and Administrative Procedures (i.e. AP/BP 5400, AP/BP 5410, AP/BP 5420, AP 5450, AP 5460, and AP 5470). related to student life programs. Additionally, office practices and procedures are regularly looked at for compliance with the Family Educational Right to Privacy Act (FERPA).

   The Supervisor regularly attends conferences and workshops through the California Community College Student Affairs Association, the Student Senate for California Community Colleges and belongs to multiple listserve/mailing lists and social media groups to keep abreast of change in case law, Education code and general student affairs concerns and practice changes across the state and nation.

   When developing the ASCC budget each year, the Supervisor and student leaders review Title IX requirements as they apply to support for athletics.

2) Describe compliance initiatives undertaken since last program review.
In spring 2009, the instructional course attached to Student Government was re-structured to comply with new Title 5 regulations with respect to course repeatability.

   The Dean of Students and the Supervisor take a proactive and conservative approach to the collection and expenditure of Student Representation Fee funds in compliance with California State Education Code 76060.5.

F. Environmental Impact – How has the program contributed to a greener campus environment (i.e. increased awareness, impact on the campus footprint, strategies to reduce consumption and energy, waste reduction, recycling, sustainability)?

The Supervisor of SLLD is a member of the District's Sustainability Committee along with two to three students. Students have been, and continue to be, the lead driving force behind desires for a comprehensive campus recycling program. The offices, Campus Center and Faculty/Staff Lounge all have receptacles for recycling of beverage containers and paper.

Since the last program review, SLLD is making an effort to reduce the dependence on printed materials for both operations and marketing needs. The office has almost completely phased out its heavy reliance on NCR paper, which is not recyclable. Forms, rather than being printed on campus and distributed have been moved online, allowing students to print on-demand and eliminating much waste. E-mail, social media and text messages have decreased the amount of printing previously done for fliers and posters promoting activities and services. The program has also significantly reduced its use of balloons and helium as neither are considered environmentally-friendly or sustainable materials.

G. Data Reporting

1) Describe data gathering and submission processes, including challenges in submission.
Current data gathering for SLLD programs is chiefly self-reported and therefore is a general snapshot of participation. There is currently no campus technology capable of gathering complete student participation data for large activities and speakers, especially those of a drop-in or passive engagement nature, such as Springfest. Generic headcounts are taken at most events, which do not provide a clear representation of the demographics of students served. However, observation and qualitative data demonstrate that the general student demographic is often represented.

   It is believed that participation/membership in student clubs is underreported to SLLD. This information is collected each semester from students via paper forms which are then transcribed to a master spreadsheet. Students have shared that this underreporting is due to students joining clubs after rosters were submit to SLLD, or even out of laziness to include all members.

2) Explain changes in data collection, access, and submission since last program review.

   The increased mandated requirements for data collection and reporting, as well as data-driven decision-making, have changed how information is collected and stored. Rather than filing club rosters in an

individual club file, the information is also kept electronically in a comprehensive file, available to all Student Affairs staff through the use of shared-drives.

Electronic survey applications were used for this program review, eliminating the need for paper or human resources to sort, review and analyze the effectiveness of SLLD programs and services. Informal polls are frequently taken of students through social media outlets.

Since the last program review, the Office of SLLD has provided annual data reporting through the annual program evaluation process.

H. Technology Needs

1) List technology needs that currently exist in the program (include justification).
Currently, the SLLD program utilizes the Microsoft Office suite of tools for its workload. Both the supervisor and administrative clerk have limited access to Banner screens to check for current enrollment of students when a new club is starting or for a portion of the Student Government eligibility process. Academic eligibility checks for student government are processed with assistance from Admissions and Records. The program relies heavily on Facebook and email to communicate with the student body and other interested persons. Campus webpages specific to the SLLD programs and services are updated regularly, including an online calendar of student activities.

2) Describe and list anticipated technology needs.
Banner Access
Access to view academic histories and previous institution transcripts would allow for faster response-time on applications for Student Government positions. Additionally, it would eliminate paper consumption on this task and reduce workload to the Admissions and Records department. Each Student Government officer is checked for eligibility a minimum of twice per semester.

Training
In-depth training on the Microsoft Office suite of programs, especially Excel and Access, is desired as is new training when the applications are upgraded to new versions.

Student Portals
The feasibility of an on-line ticket sales program hinges on the ability to create a secure area where only students who have paid their student service fees may enter. More and more theme parks are moving away from paper ticket stock and are moving solely to on-line purchasing. It is necessary to be able to screen students for current enrollment and fee payment before funneling to the purchasing webpages. Citrus College is contractually not allowed to sell via insecure internet pages. Student portals would also allow students to opt-in to specific campus notifications related to Student Life clubs, programs and services.

OrgSync ® Subscription
Org Sync ®, an internet-based service provider, provides an umbrella program for clubs, programs and other campus organizations to recruit and manage their clubs. On-line activity approvals, roster management and co-curricular transcripts are just a few of the benefits of this service. Org Sync® creates webpages for each club and allows for the organizations themselves to monitor, design and modify their own page. Students can join a club through the click of a button. OrgSync® allows for accurate data collection on club membership and can export data for students and college administration.

I. Explain how faculty, administrators, staff, and students interact with this program.

SLLD has an open-door policy in an effort to increase personal interaction and communication with students, faculty, administrators, and staff. Email is often used for the submission of club information and is heavily relied upon by the program for confirmation of receipt of forms as well as event approvals. Questions are always encouraged.

Faculty are encouraged to either bring classes to, or offer extra credit assignments for, activities and speakers that may complement their classroom instruction. Prior to each semester, faculty and staff receive a mailing with a comprehensive calendar of activities and events sponsored by SLLD which either complement the classroom environment, or promote campus engagement. Faculty members are encouraged to partner in the planning of speakers and educational activities, with many submitting suggestions for topics or even, specific

presenters. Fifty-nine (59) percent of faculty respondents to the comprehensive survey indicated that they have brought classes to activities and events, while an impressive 76 percent indicated they have also attended SLLD-sponsored activities without bringing a class.

Campus clubs are required by Board Policy 5450 to have a faculty or staff advisor for their clubs. Student Life frequently communicates with these advisors to provide training and updates to assist the advisors in their duties as they relate to policies and procedures, risk-management, fiduciary controls, and campus protocols. Continuing the philosophy of open-access to information and assistance when most needed, the supervisor has provided her personal cell phone number to advisors when clubs have after-hours or weekend events, or are traveling and may encounter new situations which require guidance or intervention.

The supervisor facilitates the collaboration of ASCC's student leaders with the chairs of the campus' shared governance committees to ensure student participation. Reflection of student effectiveness in these leadership roles is measured through meeting participation forms, signed by committee chairs, as well as through the use of online survey tools. Committee chairs, and their administrative assistants are encouraged to provide feedback on student participation at any time during the semester.

Major presentations and activities are evaluated to receive both quantitative and qualitative feedback from students and staff alike.

Program Self-Evaluation Recommendations

Using data, describe changes that need to be made to improve program services to students. Include timelines, resources needed, and personnel responsible for implementing the plans. All recommendations must be numbered and referenced in section 6.

Recommendations for the program include: increase staff to be able to grow, sustain, and support the co-curricular programs; to work collaboratively with the District and vendors for the proposed Campus Center renovation; develop a campus-wide collaborative effort to formalize and institutionalize cross-cultural awareness; and create a program identity and marketing campaign to reach more students and engage them in the co-curricular experiences offered at Citrus College.

1) Previously noted in this document, this program has had one 49% Administrative Clerk and one full-time employee. Since at least the mid-1980s, despite a growth in student headcount of 80 percent (9,083 in 1984-85 vs. 16,399 in 2012-2013), SLLD has reached capacity for growth. This has led us to recommendation #1 in section 5B. The program has been unable to fill new positions, despite having been approved for an additional 49% Administrative Clerk in 2012. Most beneficial to the program would be a full-time Program Assistant, who can provide steady levels of interaction with, and support of, the student organizations on campus.

2) Also noted throughout the document is the need to upgrade and renovate the Campus Center facility originally built in 1964, when the size of the student body was exponentially lower. Less than 50 percent of students surveyed felt that there was adequate gathering space for student organization meetings nor was the area conducive to group study, both of which contribute to positive student engagement. Given the sheer number of events and meetings held in the building, it is necessary to renovate and re-allocate space in the Campus Center, while upgrading technological infrastructure to support modern electronics and media. For the past three (3) years (2010 -2013), the Campus Center supported an average of 498 events, with 651 individual events or meetings during the 2012-2013 school year. The program will work collaboratively with architects, consultants and District personnel as this process moves through needs analysis to design to construction. It is anticipated that construction will begin in 2015.

3) The District, through its Strategic Plan, has committed to developing a campus-wide, collaborative effort to formalize and institutionalize cross-cultural awareness through speakers, clubs, and mentors as well as diversity training (CCSP 2.3.8.). SLLD will lead this effort involving students, faculty, staff, confidential/supervisors, and managers. This will be in the planning phase in 2013-2014 and will be implemented during the 2014-2015 academic year.

4) Revive the SLLD identity and create a marketing campaign to inform, promote, and recruit the campus community to become involved with student organizations, student government, student activities, Campus Center, and the program services. Data received through the Student Life survey showed that nearly 50% of students do not know what the purpose or services are of the Office of Student Life. Additional information

gained from the survey demonstrated a lack of office room definition between the Dean of Students and SLLD program. Costs associated with design and implementation of the marketing campaign will be paid for through the ASCC. The supervisor will coordinate work with vendors and students to design a successful campaign.

5) The program will work with Technology and Computing Services and/or a third-party vendor to develop electronic solutions to managing the Office of Student Life, 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. This will provide better services to students, more accurate and thorough collection of data, while also streamlining workloads for staff.

4. Assessment of Outcomes:

Assessment: *How did you assess the outcomes? What method did you use?*
Result: *What was the product or consequence of your assessment?*
Change: *What will you do differently as a result of what you learned from the assessment?*

	Populate with the existing Unit Outcomes			
	Outcome	**Assessment**	**Result**	**Change**
1	SLLD will strive to provide a comprehensive program of social events and educational activities that promote personal growth, social awareness, and cultural awareness and appreciation.	Data collected by reviewing the yearly calendar of non-club activities sponsored by SLLD.	Forty-two (42) unique activities were held over the eight full months of the fall 2012 and spring 2013 semesters. In increase of 24% over 2012. Activities were coded by nature of the event. Some activities were multi-coded. •Educational 55% (+8%) •Diversity/social justice 21% (+7%) •Community service 29% (-6%) * Social 26% (-3%)	The proposed outcome was met and has proven sustainable. SLLD will continue on the same path, developing a new outcome to measure. SLLD created and distributed the Student Life survey for its comprehensive program review. Of the 862 respondents, the top five activities requested by students (20 – 30%) were those of a transient social nature and community service related.
2	Through participation in co-curricular workshops and speaker presentations, students will gain new life skills and/or an increased appreciation for diverse people, backgrounds and ideas.	Surveys administered at the end of events.	One major diversity/social justice event was held each semester. The fall 2012 event, The Invisible War, had 131 people in attendance. A total of 76 (63%) surveys were completed with 66 of those (87%) feeling they had gained new knowledge or a greater appreciation for diversity or social justice. In spring 2013, Sex Signals was presented with 184 in attendance with 85 completing surveys. Of those respondents, 76 (89%) reported a new level of appreciation.	Consistent data has shown that students desire and appreciate theatrical portrayals and frank discussions of what can be serious topics. Due to the response to last spring's "Sex Week" events, this will be continued and expanded with an inter-disciplinary planning team.

A. Describe your progress in the development and implementation of Student Learning Outcomes.

Prompt: You may also include an analysis of workload/scope of work, and/or additional data (CCSSE, ARCC, surveys) to address this topic. Use existing data or document with a survey.

1) What process was used to develop the SLOs?
   Program Student Learning Outcomes (SLOs) for the department were originally developed by reviewing the program's mission, its major functions and desired outcomes. Benchmarking surveys of other community college student life programs were also undertaken to see how they assess their outcomes.

2) What activities are used to achieve the SLOs?
   All program activities and services are intentionally planned to meet the requirements of the SLOs measured. The program is driven by formal and informal measurements.

B. How is the program assessing the outcomes?

Evaluations of annual activities schedules and other program metrics are used to evaluate the breadth of activities and events. Formal surveys of attendees, both students and staff, are taken at each of our major events to measure learning or changed attitudes. At the end of the spring 2013 semester, a large online survey was undertaken to assess current student satisfaction with the SLLD program's five service areas. Students were asked for their opinions of their co-curricular needs and desires, as well as the programs' effectiveness. A survey of faculty and staff was also undertaken to assess many of the same areas. Informal polls are taken on a frequent basis via focus group and social media.

C. How is the assessment information used to improve services?

Over the years, the outcomes measured have demonstrated consistent strength. The SLOs assessed have remained relatively stable with minor refinements to language and assessment for the past few years. As activities and the student body evolve, we continue to assess the same SLOs to show us which practices work best and if the needs of both students and the institution are being met. Input from the students and staff alike help drive future decision-making and goal-setting for the program.

5. Previous Recommendations:

Prompt: Provide an outline of the previous recommendations. Insert title of person(s) responsible. Status should be Completed or In Progress. If goal is in progress, explain why under status. Indicate completion date by Month/Year.

The most recent Comprehensive Program Review was completed in 2007 for what was previously known as Student Affairs, utilizing an old standard format that did not clearly define strategic, long-range goals, but rather identified areas of concern. Additionally, the prior review encompassed the range of services now clearly delineated as three separate entities: the Student Business Office, Student Affairs Office/Dean of Students, and Student Life and Leadership Development (SLLD). The below recommendations were distilled from the previous document as those areas related to SLLD.

	Previous Recommendations	Person(s) Responsible	Status	Estimated Completion	Priority
1	Create and publish a manual for club advisors.	Supervisor	Working on this project led to a comprehensive, 90 page hand book for clubs and advisors. Advisors also receive supplemental handouts. This document is available online. Limited copies are printed for distribution through the office.	Completed 2008-2009	N/A
2	Evaluate current ASCC Benefits booklet and make necessary changes, possibly working with other student services areas to design and produce a comprehensive student handbook and calendar.	Supervisor and Dean of Students	For the 2007-2008 academic year, the book was produced for the fall semester. Evaluation of time spent on production, costs of printing, and costs of distributing, coupled with a noticeable number of books being thrown away, led to a decision to discontinue to provide the book. There was one complaint about its	Completed	N/A

			discontinuance. This move prompted a more concerted effort to providing information online. Approximately $15,000 was saved annually.		
3	Monitor changes to the changes made to registration as Banner is implemented on campus to preserve the income of the ASCC through Student Service Fees.	Dean of Students and Supervisor	Research by the Supervisor and concerted efforts of the Supervisor, Dean of Students, and Banner Implementation Team resulted in patches being written and the Student Service Fee being preserved as a negative-check off fee, providing nearly $400,000 annually to support campus programs and services.	Completed	N/A
4	Address concerns of dedicated, appropriate space for student groups and staff on campus. This will provide multiple locations that can be used simultaneously without severe disruption of any one group.	Dean of Students and Supervisor	Implementation of the compressed calendar and block scheduling has further impacted the need for meeting space as many campus clubs seek to use one of the two Campus Center meeting rooms at the same time. With the completion of construction of the Center for Innovation and Student Services buildings, more meeting rooms have been made available for large meetings of faculty and staff, alleviating some of the concerns. The Campus Center's upper floor is scheduled for a massive renovation beginning in late 2015. This will create many new meeting rooms for student organizations while also upgrading the event spaces/lounge.	2017-2018 Academic Year	3

6. New Recommendations:

Prompt: List new recommendations/goals in order of priority. Indicate estimated completion date by month/year. If applicable reference the Citrus College Strategic Plan (CCSP) objectives that require funding and the Educational Facilities Master Plan (EFMP) goals, using the following format. Example: **CCSP 2.3.2 / EFMP pg. 361**

	New Recommendations	Person(s) Responsible	Estimated Completion	Budget Priority
1	Coordinate and cooperate with consultants and facilities staff for Campus Center renovation, including the organization of plans for relocation to swing space during the 2015-2016. CCSP 4.1.1	Supervisor and Dean of Students	June 2015	3
2	Develop a campus-wide, collaborative, effort to formalize and institutionalize cross-cultural awareness through speakers, clubs and mentors as well as diversity training. CCSP 2.3.8	Supervisor, Various Faculty, Staff, Supervisors and Management	June 2014	2
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, Campus Center, and the services of SLLD. Data received through the comprehensive program review survey showed that nearly 50% of students do not know what	Supervisor and Professional Expert	Fall 2015	3

	the purpose or services are for the SLLD program. Additional information gained from the survey demonstrated a lack of definition between the Student Affairs Office and SLLD.			
4	Work with TeCS and/or a third-party vendor to develop electronic solutions to managing the Office of Student Life, 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. CCSP 3.1	Supervisor, Student Leaders and TeCS Staff	June 2014	3

7. Resources Requested:

Prompt: All requests should be linked to new recommendations (above). Include the reference number in the "Discuss impact on goals / SLOs" field below. Use the Link to Planning Key found on the General Budget Guidelines page to complete the Link to Planning column.

Certificated Personnel (FNIC)

Position	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
N/A				

Classified Personnel

Position	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
Program Assistant 100% (new)	The past year and a half has proven that without additional staffing, high-quality customer service and substantive program growth is difficult, at best. Currently the program Supervisor, Administrative Clerk (49%) and student employees are stretched to the limit. It is nearly impossible to work proactively or to meet deadlines while maintaining levels of activity and customer service. This position would focus on the club program: development, organizational management and advisor recruitment/support. New recommendation #1.	Salary $32,291 Benefits $6,795 Health $21,909 Total $60,995	2	CCSP 3.1
Administrative Clerk – 49% (vacant)	Since at least the mid-1980s this program has had one 49% Administrative Clerk. Since that time, the requirements of the position have grown due to an increase in student enrollment* and student clubs, coupled with an increased need for data collection and evaluation. One 49% clerk does not provide adequate support and coverage for the Office of Student Life, its programs or services. *9,083 in 1984-85 vs. 16,399 in 2012-13, an 80% increase in headcount. A position was created and approved, but has never been filled. New recommendation #1.	Salary $14,028 Benefits:$2,952 Health -0- Total $16,980	2	CCSP 3.1

Staff Development (Division)

Item	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
Training for staff to optimize usage of currently available	Given the need to develop electronic methods of approving student activities while also cutting staff, staff will need further training in	$1,500 (max) depending on delivery method	3	CCSP 3.1.2

campus technology.	optimizing the usage of Microsoft Outlook and Excel, as well as SectorPoint so that we may be consistently updating the student information and calendar online. New recommendation #3.	for training		

Facilities (Facilities)

Describe repairs or modifications needed and location*	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
Campus Center (CC) Remodel	The Campus Center usage has outgrown the current infrastructure's capacities and has limited uses due to current floor plans and aesthetics. New recommendation #2.	$4,000,000	2	EFMP pg. 426

**** Include building and room number***

Computers / Software (TeCS)

Item	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
Secure Student Portals	Student portals can allow for targeted communication and interaction with students. This is also necessary to move discount ticket sales to a fully-online, self-service environment, eliminating cash-flow issues associated with pre-payment of discount tickets by the college, as well as sales, cash handing and reconciliation by the Student Business Office. New recommendation #5.	$0.00 The District has already purchased the program. It is pending implementation	3	CCSP 3.1.2
Handheld scanners to log student attendance at events	Scanners will allow for accurate headcounts as well as demographic information for students attending speakers, workshops and events. New recommendation #5.	$200 each X 4 = $1200	3	CCSP 3.1.2
OrgSync ® Subscription	Org Sync ®, an internet-based service provider, provides an umbrella program for clubs, programs and other campus organizations to recruit and manage their clubs. Online activity approvals, roster management and co-curricular transcripts are just a few of the benefits of this program. New recommendation #5.	$15-20,000 to implement and $5-10,000 for annual renewal fees.	3	CCSP 3.1.2

Equipment

Item	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
N/A				

Supplies (Division)

Item	Impact on recommendation(s) / SLOs	Cost	Priority	Link To Planning
N/A				

Appendix A

Program Name Change Board Agenda Item

CITRUS COMMUNITY COLLEGE DISTRICT

TO:	BOARD OF TRUSTEES	Action	X
DATE	May 19, 2009	Resolution	
SUBJECT:	Student Activities Name Change	Information	
		Enclosure(s)	X

BACKGROUND

The Student Activities program, under the umbrella of Student Affairs, is proposing a name change to "Student Life and Leadership Development." The area provides programs and activities to enhance and compliment the academic experience of Citrus students, thereby increasing student engagement consistent with the mission of the college. The name change was approved at Steering on March 23, 2009.

This item was prepared by Pam McGuern, Administrative Assistant, Student Services.

RECOMMENDATION

Authorization is requested to approve the name change from Student Activities to Student Life and Leadership Development.

Jeanne Hamilton
Recommended by

/
Moved Seconded

Aye__Nay__Abstained___

Approved for Submittal

Item No.____I.1.f.

5/19/2009

P. 75

Appendix B (pg.19-20)

Program Name Change Proposal

Citrus College **MEMO**

CITRUS COMMUNITY COLLEGE DISTRICT
STUDENT AFFAIRS OFFICE
1000 W. Foothill Blvd., Glendora, CA 91741-1899

Date: February 11, 2009

To: Dr. Jeanne Hamilton

CC: Martha McDonald

From: Adrienne Thompson, Student Activities Supervisor

Subject: Proposed program name change

The Student Activities program, a program under the umbrella of Student Affairs, is proposing a name change to "**Student Life and Leadership Development.**" Our area provides programs and activities to enhance and complement the academic experience of Citrus students, thereby furthering overall engagement and in keeping with the mission statement of Citrus College.

Currently, the potential fiscal impact of this change would be minimal. The following would need to be updated:

1. Change of "Student Activities Supervisor" title to "Student Life Supervisor" or something of the sort. No other staff titles would be altered.
2. Reprint of existing business cards
3. The Webpages labeled as "Student Activities" would need to be renamed and contact information updated to reflect new titles of program and supervisor. The current link from the college's homepage already reflects "Student Life"
4. Office door signage for Room CC-111 would need to be updated
5. The campus' e-mail contact list would need to reflect the new job title
6. The Student Activities Supervisor is an authorized signer on the ASO checking account. The job title would need to be updated. It is believed that this step can wait until the annual update of authorized signatures is done.

Our reasons for this proposal include:

1. A desire to better reflect and clearly communicate the breadth and totality of the program's elements:
   a. **Student Government and Shared Governance –** we recruit, determine eligibility of, and develop the student leaders of the campus, as well as foster their active participation in the campus' shared governance process.
   b. **Student Activities –** We seek to provide activities and workshops to foster personal growth, diversity appreciation, and social justice and political awareness in order to make our students better world citizens. The fun, social activities are just a small portion of our programming.
   c. **Student Clubs –** Campus clubs provide both community-building and leadership development opportunities for students.

Program Name Change Proposal

d. **Leadership Initiative** – a new 30 +/- hour program set to launch in Fall 2009, this will provide formalized leadership training for all students.
e. **Student Benefits** – as a benefit for students having paid their student service fees, we offer a broad program of discounted tickets to local theatres, amusement parks and attractions. This is administrated by our program and sold by the Student Business Office and bookstore. We average 11,000 tickets per year to the venues.
f. **Campus Center Management** – We oversee the usage of the Campus Center as a student lounge, meeting location, and special events center for students and the campus community.

2. Catch up to current trends for Student Affairs which are viewing student activities on a more holistic level, presenting co-curricular involvement as an integral component of overall student engagement and development. Within our local region, (consisting of Cerritos, Citrus, Coastline, Cypress, Fullerton, Golden West, Irvine Valley, Long Beach, Mount San Antonio, Orange Coast, Rio Hondo, Saddleback, Santa Ana, and Santiago Canyon) 50 percent of campuses have already changed their names to some variation of "Student Life."

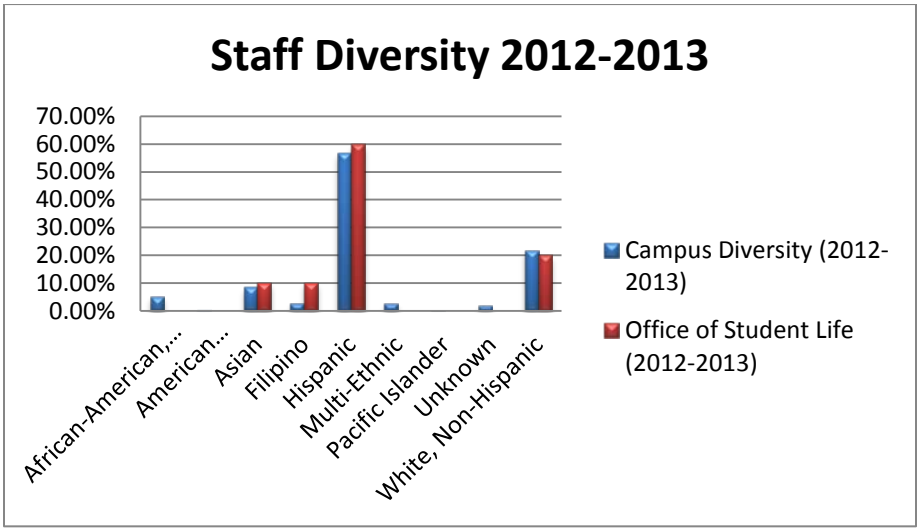
Appendix C (pg. 21 to 26)

Program Diversity and Demographics

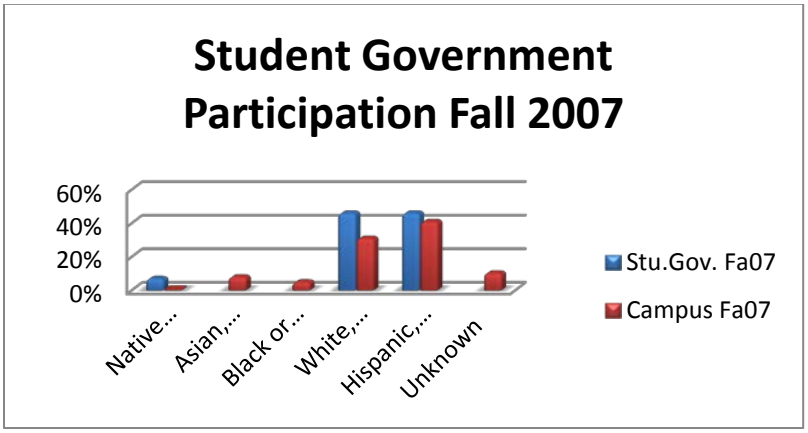
Despite a small staff, the department strives to reflect the diversity of District student demographics. It should be noted that the makeup of the ASCC's Executive Board as well as those students participating in campus clubs also closely reflect those of the campus at large.

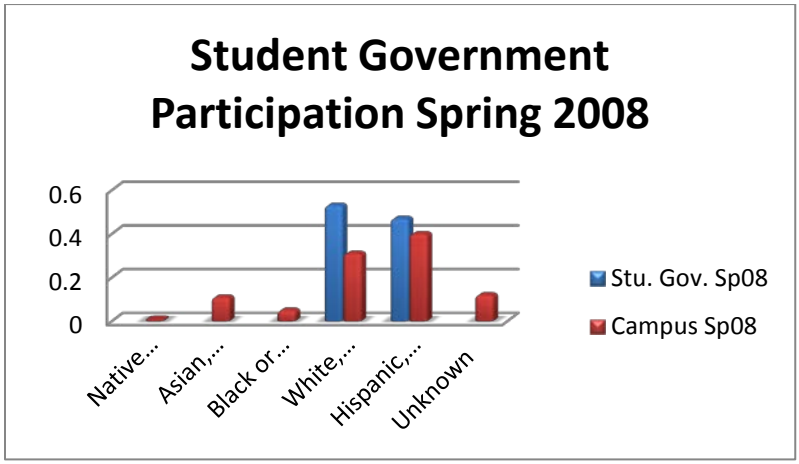
Staff Diversity:

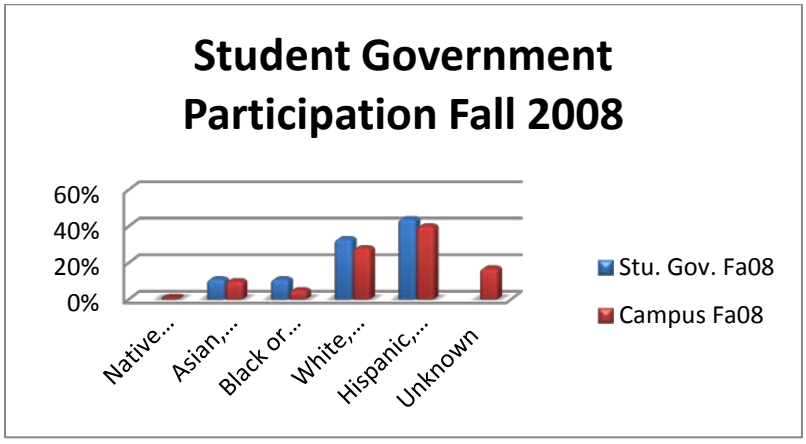
	Campus (2012-2013)	Office of Student Life (2012-2013)
Male	46%	30% (3)
Female	53%	70% (7)
Unknown	1%	0%
African-American, Non-Hispanic	5.1%	0%
American Indian/Alaskan Native	0.3%	0%
Asian	8.5%	10% (1)
Filipino	2.9%	10% (1)
Hispanic	56.8%	60% (6)
Multi-Ethnic	2.8%	0%
Pacific Islander	0.2%	0%
Unknown	1.9%	0%
White, Non-Hispanic	21.7%	20% (2)



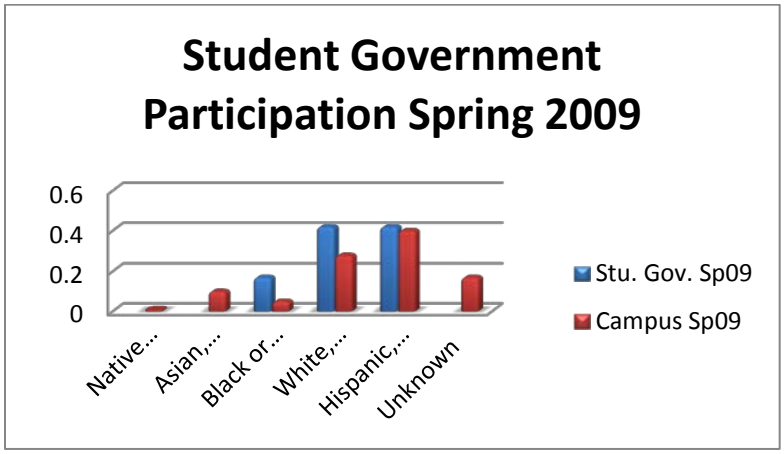
Program Diversity and Demographics
Student Government Participation

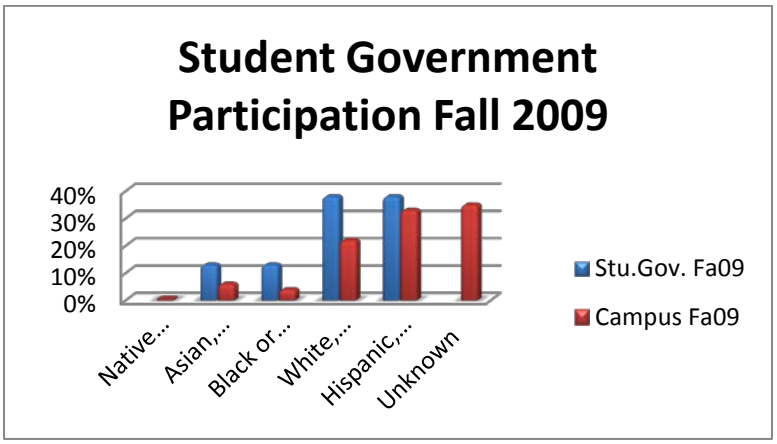


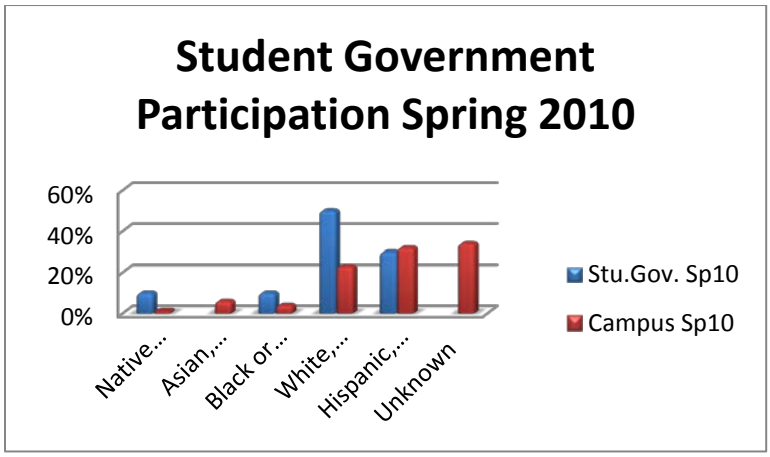




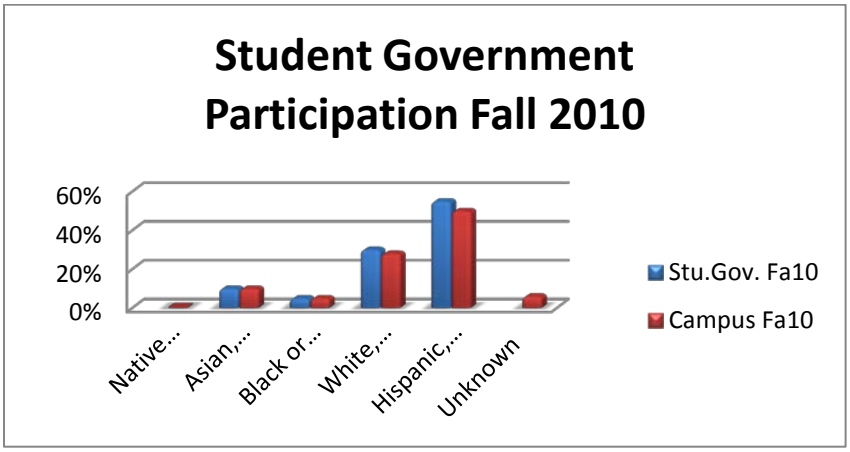
Program Diversity and Demographics
Student Government Participation

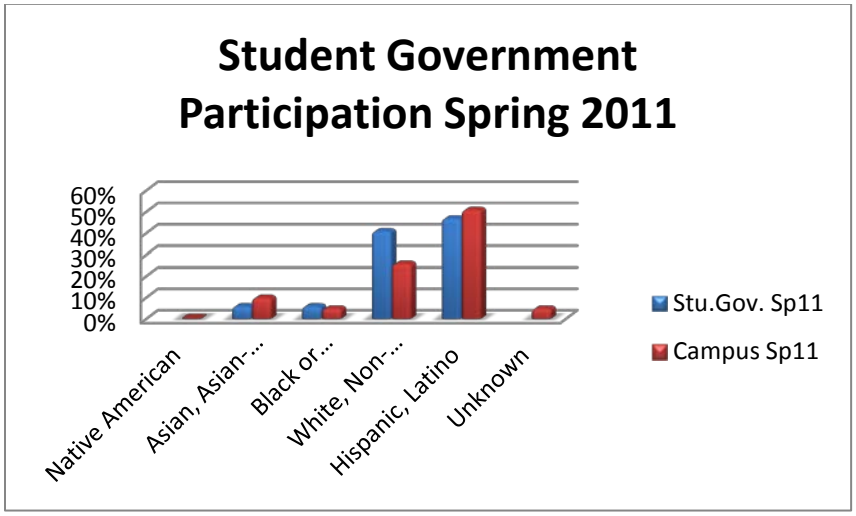


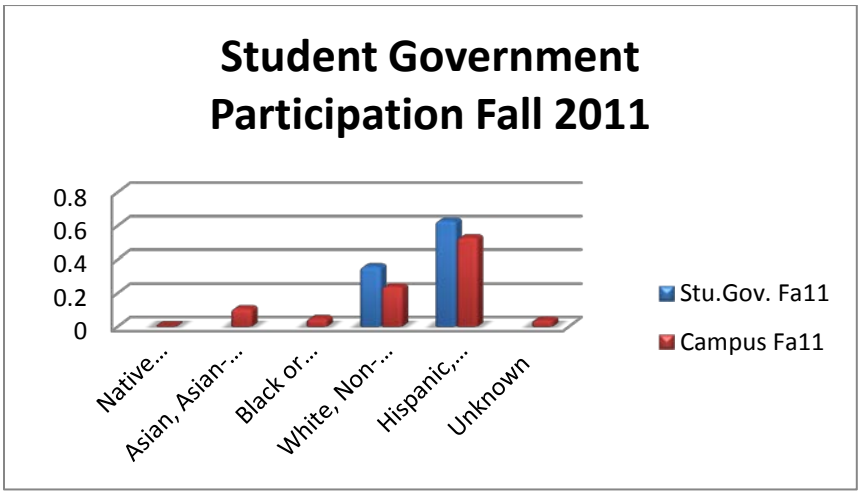




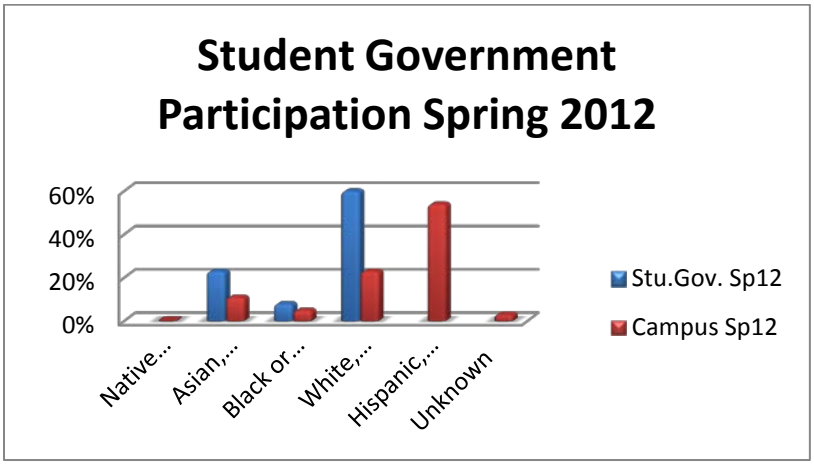
Program Diversity and Demographics
Student Government Participation

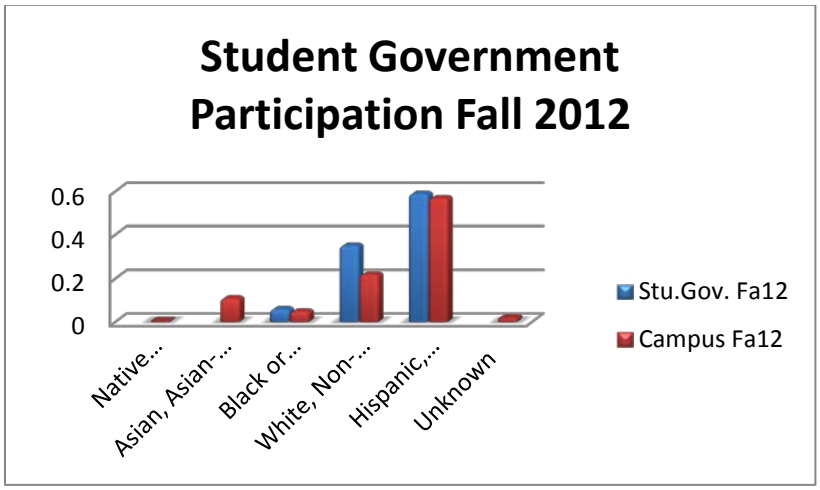


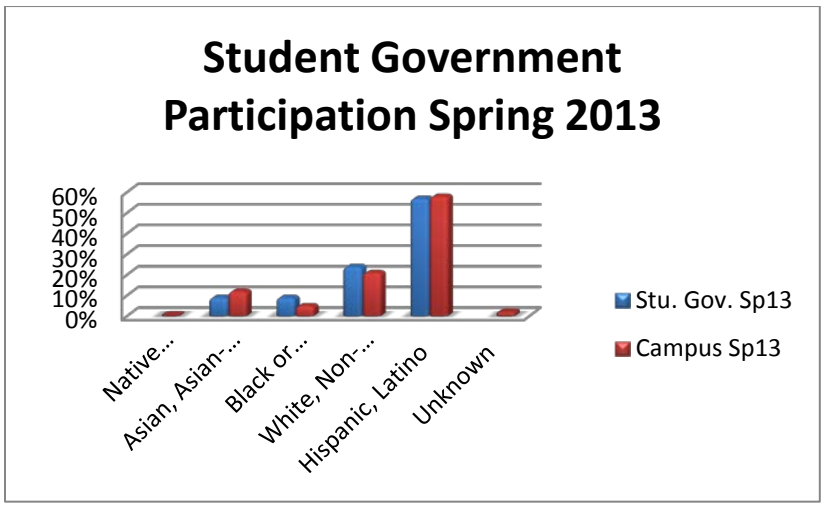




Program Diversity and Demographics
Student Government Participation







Program Diversity and Demographics
Student Club Participation

2012-2013 Active Club Participation Demographics

A total of 1,032 students were active in campus clubs during the 2012-2013 academic year. Within that group, demographic data was identified for 773 students. The data are broken down into three categories: age, gender, and race/ethnicity. Students active in campus clubs very much mirror the student population on campus as the data illustrates in the tables below.

Of the 773 students, 217received a degree or certificate, 25 students received a transfer degree, and 89 students received a degree or certificate and had a G.P.A. of 3.3 or higher. There were also 71 students who utilized DSP&S.

Age	Number	Student Club%	District
Under 19	61	8%	30.2%
20-24	434	56%	42.8%
25-49	256	33%	24.3%
50+	22	3%	2.7%
Total	**773**	**100%**	**100%**

Gender	Number	Student Club%	District
Male	344	44%	46
Female	413	55%	52.95
Unknown	16	1%	1.05
Total	**773**	**100%**	**100%**

Table 3. Active club members by race/ethnicity

Race/Ethnicity	Number	Student Club%	District%
African-American	37	4%	5.1%
Asian	81	10%	8.46%
American Indian/Alaskan Native	0	0	.26
Filipino	40	3%	2.85%
Hispanic	366	53%	56.79%
Pacific Islander	2	<1%	.18%
White	166	21%	21.66%
Two or More Races	35	4%	2.77%
Unknown	46	5%	1.94%
Total	**773**	**100%**	**100%**

Appendix D (pg. 27-28)

Benefits Program

ASCC Benefits Ticket Sales by Year

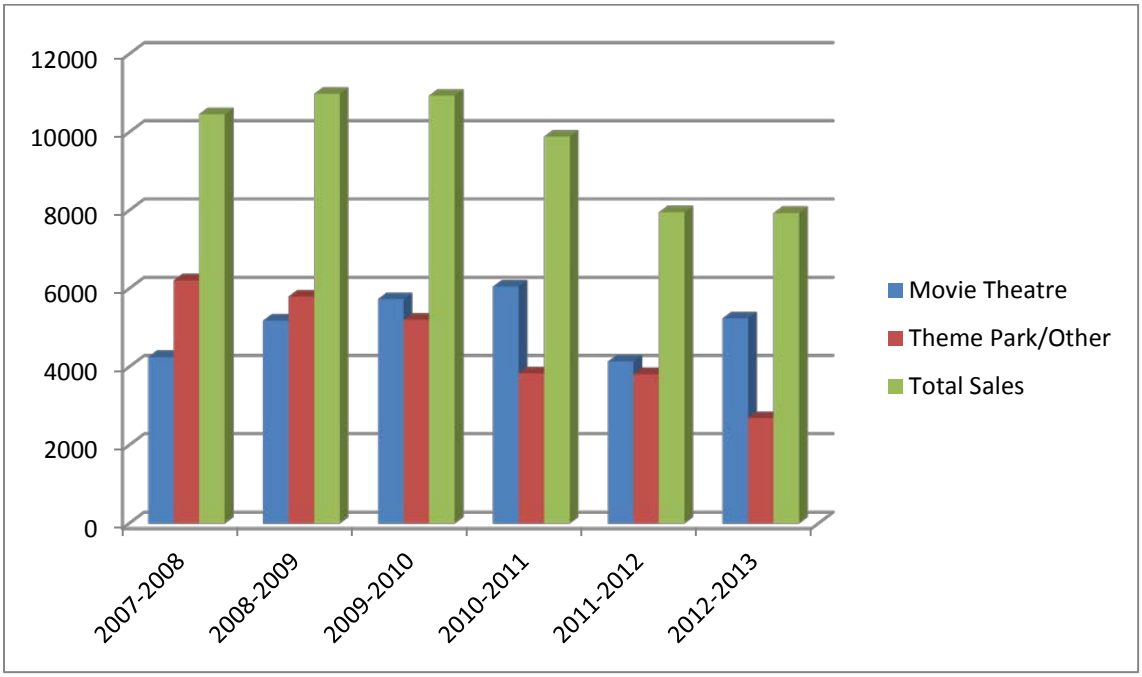
As a benefit to those students who support the Associated Students of Citrus College (ASCC) and the Office of Student Life programs, through the payment of the optional Student Service Fee, a program of discount tickets to movie theatres, theme parks and occasional group outings to professional athletics events is provided.

Sales remain relatively steady and with trends reflecting those of enrollment.

In 2012, the Student Business Office began accepting credit and debit cards as a form of payment for the ticket program.

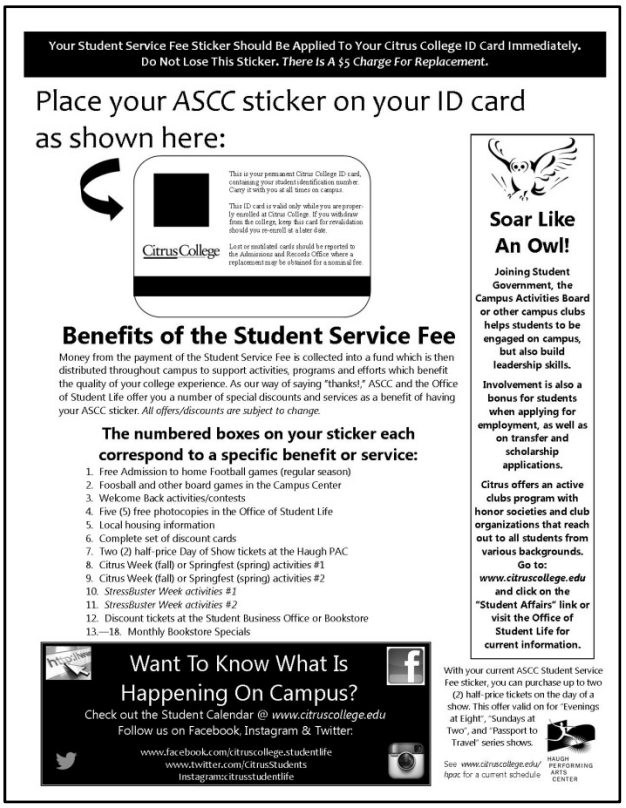
Tickets are available from the following vendors:

- AMC Theatres
- Aquarium of the Pacific
- Auto Club Speedway
- Disneyland Resorts
- Edwards/Regal Cinemas
- Knott's Berry Farm
- Knott's Scary Farm
- Krikorian Theatres
- Legoland
- Los Angeles County Fair
- Ontario Reign Hockey
- Pacific Park
- Raging Waters
- Renaissance Pleasure Faire
- Sea World San Diego
- Six Flags Magic Mountain
- SpeedZone
- Universal Studios Halloween Horror Nights
- Universal Studios Hollywood



Benefits Program
Student Service Fee Sticker Example

The below flier is received by all students when they pick up their Student Service Fee sticker, which is affixed to the flier. Students are encouraged at that time to read the flier and get involved with campus activities and events.



Your Student Service Fee Sticker Should Be Applied To Your Citrus College ID Card Immediately. Do Not Lose This Sticker. *There Is A $5 Charge For Replacement.*

Place your *ASCC* sticker on your ID card as shown here:

This is your permanent Citrus College ID card, containing your student identification number. Carry it with you at all times on campus.

This ID card is valid only while you are properly enrolled at Citrus College. If you withdraw from the college, keep this card for revalidation should you re-enroll at a later date.

Lost or mutilated cards should be reported to the Admissions and Records Office where a replacement may be obtained for a nominal fee.

Citrus College

Benefits of the Student Service Fee

Money from the payment of the Student Service Fee is collected into a fund which is then distributed throughout campus to support activities, programs and efforts which benefit the quality of your college experience. As our way of saying "thanks!," ASCC and the Office of Student Life offer you a number of special discounts and services as a benefit of having your ASCC sticker. *All offers/discounts are subject to change.*

The numbered boxes on your sticker each correspond to a specific benefit or service:

1. Free Admission to home Football games (regular season)
2. Foosball and other board games in the Campus Center
3. Welcome Back activities/contests
4. Five (5) free photocopies in the Office of Student Life
5. Local housing information
6. Complete set of discount cards
7. Two (2) half-price Day of Show tickets at the Haugh PAC
8. Citrus Week (fall) or Springfest (spring) activities #1
9. Citrus Week (fall) or Springfest (spring) activities #2
10. *StressBuster Week activities #1*
11. *StressBuster Week activities #2*
12. Discount tickets at the Student Business Office or Bookstore
13.—18. Monthly Bookstore Specials

Soar Like An Owl!

Joining Student Government, the Campus Activities Board or other campus clubs helps students to be engaged on campus, but also build leadership skills.

Involvement is also a bonus for students when applying for employment, as well as on transfer and scholarship applications.

Citrus offers an active clubs program with honor societies and club organizations that reach out to all students from various backgrounds. Go to: *www.citruscollege.edu* and click on the "Student Affairs" link or visit the Office of Student Life for current information.

Want To Know What Is Happening On Campus?

Check out the Student Calendar @ *www.citruscollege.edu*

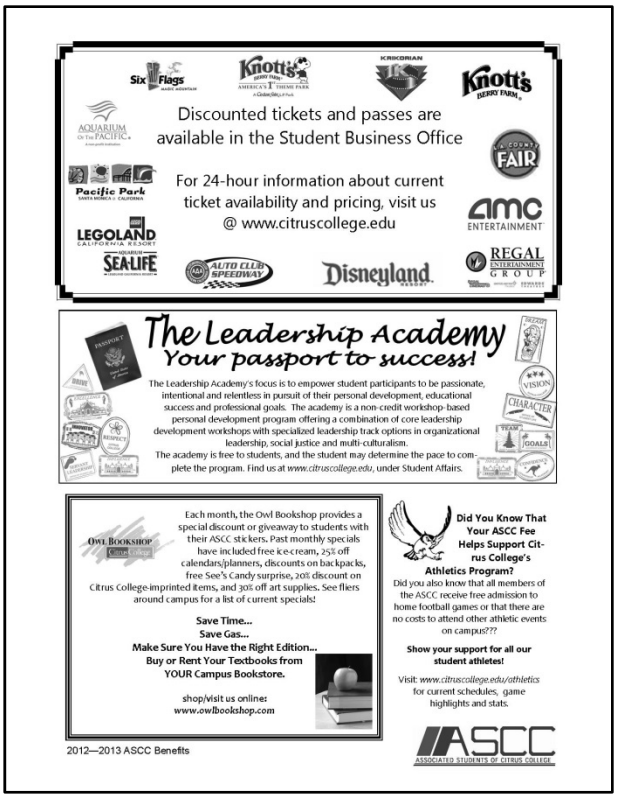
Follow us on Facebook, Instagram & Twitter:

www.facebook.com/citruscollege.studentlife
www.twitter.com/CitrusStudents
Instagram:citrusstudentlife

With your current ASCC Student Service Fee sticker, you can purchase up to two (2) half-price tickets on the day of a show. This offer valid on for "Evenings at Eight", "Sundays at Two", and "Passport to Travel" series shows.

See *www.citruscollege.edu/hpac* for a current schedule

HAUGH PERFORMING ARTS CENTER



Six Flags · Knott's Berry Farm · Knott's Berry Farm

Discounted tickets and passes are available in the Student Business Office

For 24-hour information about current ticket availability and pricing, visit us @ www.citruscollege.edu

Aquarium of the Pacific · Pacific Park Santa Monica · LA County Fair · LEGOLAND California Resort · amc Entertainment · SEA LIFE Aquarium · Auto Club Speedway · Disneyland Resort · Regal Entertainment Group

The Leadership Academy
Your passport to success!

The Leadership Academy's focus is to empower student participants to be passionate, intentional and relentless in pursuit of their personal development, educational success and professional goals. The academy is a non-credit workshop-based personal development program offering a combination of core leadership development workshops with specialized leadership track options in organizational leadership, social justice and multi-culturalism.

The academy is free to students, and the student may determine the pace to complete the program. Find us at *www.citruscollege.edu*, under Student Affairs.

Owl Bookshop, Citrus College

Each month, the Owl Bookshop provides a special discount or giveaway to students with their ASCC stickers. Past monthly specials have included free ice cream, 25% off calendars/planners, discounts on backpacks, free See's Candy surprise, 20% discount on Citrus College-imprinted items, and 30% off art supplies. See fliers around campus for a list of current specials!

Save Time...
Save Gas...
Make Sure You Have the Right Edition...
Buy or Rent Your Textbooks from YOUR Campus Bookstore.

shop/visit us online:
www.owlbookshop.com

Did You Know That Your ASCC Fee Helps Support Citrus College's Athletics Program?

Did you also know that all members of the ASCC receive free admission to home football games or that there are no costs to attend other athletic events on campus???

Show your support for all our student athletes!

Visit: *www.citruscollege.edu/athletics* for current schedules, game highlights and stats.

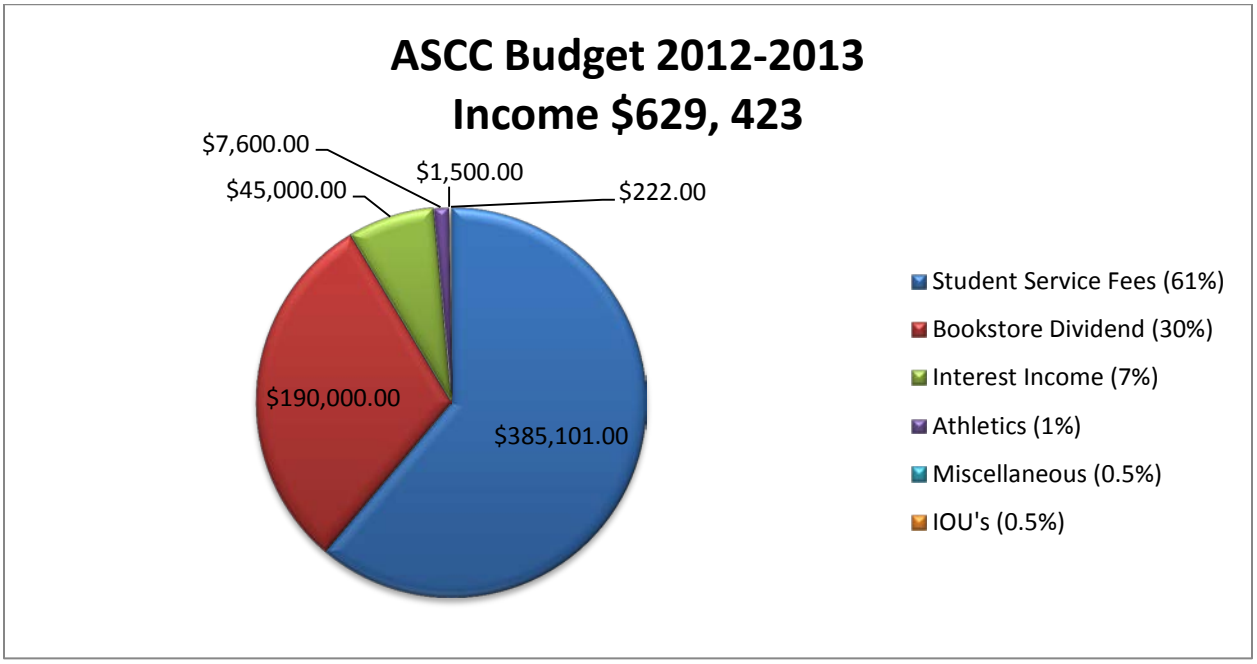
2012—2013 ASCC Benefits

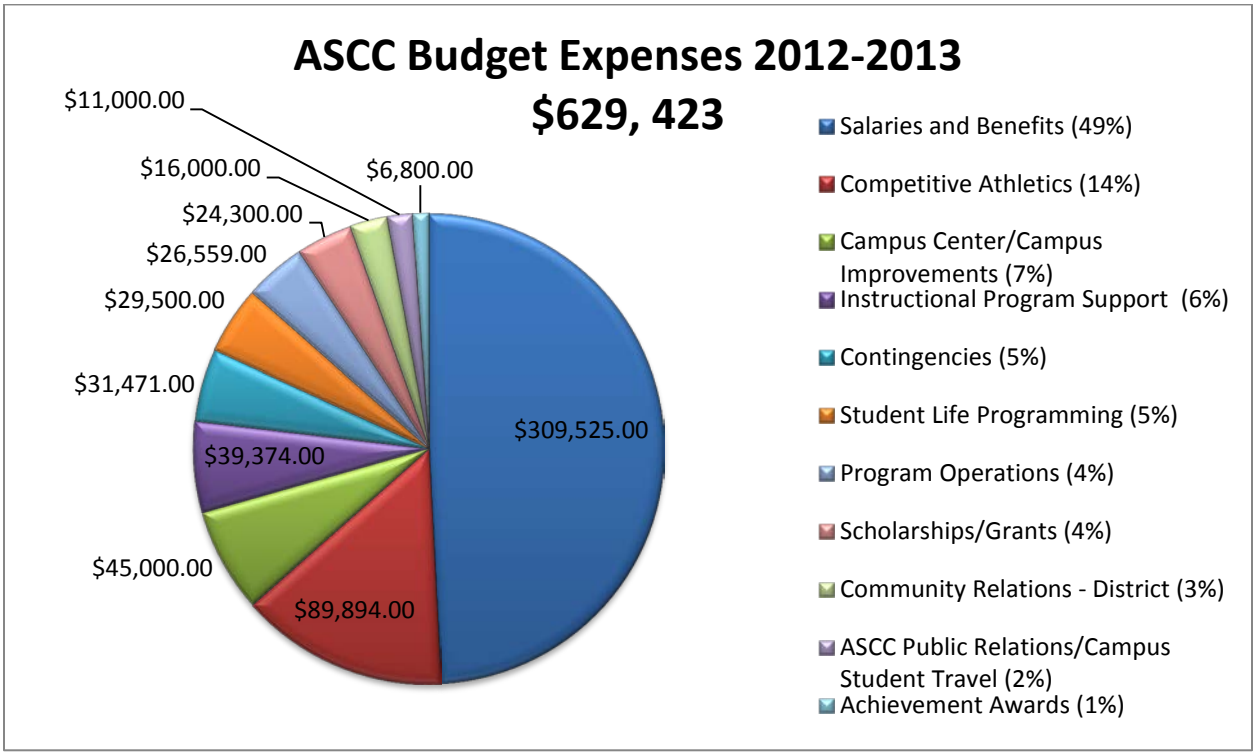
ASCC Associated Students of Citrus College

Appendix E (pg. 29-32)

Budgets and Fiscal Reporting

Sources of Income and Expenditures





Budgets and Fiscal Reporting

ASCC Budget

2012-2013 ASCC BUDGET

	INCOME	
501	Student Service Fees	**$385,101.00**
506	IOU's	**$222.00**
507	Bookstore Dividend	**$190,000.00**
508	Interest Income	**$45,000.00**
509	Athletics	**$7,600.00**
510	Video Games	**$0.00**
511	Miscellaneous	**$1,500.00**
	TOTAL INCOME	**$629,423.00**
	EXPENSES	
	CAMPUS SERVICE ACCOUNTS	
701	Athletic Support Meals	
01-701	Athletic Trainers	**$732.00**
02-701	Sports Information	**$168.00**
702	Drama	**$5,341.00**
703	Social Activities	
01-703	Club Activities	**$5,000.00**
02-703	Activities	**$19,000.00**
03-703	Football Games	**$500.00**
04-703	Leadership Institution	**$5,000.00**
704	Community Relations	**$16,000.00**
705	Instrumental Music	**$7,775.00**
706	Vocal Music	**$7,617.00**
707	Memberships	**$0.00**
708	Printing & Subscriptions	**$0.00**
709	Baseball (28: 44 games maximum) *3 coaches*	**$8,376.00**
710	Men's Basketball (18: 28 games maximum)	**$6,641.00**
711	Women's Basketball (18: 28 games maximum)	**$6,641.00**
712	Men's Cross-Country (7.5: 9 meets maximum)	**$1,807.00**

Budgets and Fiscal Reporting

ASCC Budget

2012-2013 ASCC BUDGET

713	Women's Cross-Country (7.5: 9 meets maximum)		**$1,807.00**
714	Football (80: 10 games maximum)		**$11,454.00**
715	Men's Golf (8: 22 matches maximum) 2 coaches		**$2,781.00**
716	Women's Golf (8: 22 matches maximum)		**$2,781.00**
718	Men's Soccer (20: 22 games maximum)		**$4,885.00**
719	Women's Soccer (20: 22 games maximum)		**$4,885.00**
720	Softball (24: 52 games maximum) *3 coaches*		**$8,068.00**
721	Women's Swimming		**$2,944.00**
725	Men's Track & Field (25: 14 meets maximum) *2 coaches*		**$4,659.00**
726	Women's Track & Field (25: 14 meets maximum) *2 coaches*		**$4,659.00**
727	Volleyball (15: 24 games maximum)		**$4,414.00**
728	Men's Water Polo (18: 21 games maximum)		**$4,096.00**
729	Women's Water Polo (18: 21 games maximum)		**$4,096.00**
730	Haugh P.A.C.		**$6,273.00**
731	**Vocational Technology**		
01-731	Automotive		**$972.00**
02-731	Cosmetology		**$750.00**
03-731	Dental Assisting		**$1,325.00**
04-731	Vocational Nursing		**$1,767.00**
05-731	Evening Cosmetolgy		**$750.00**
06-731	Recording Arts		**$1,237.00**
07-731	Registered Nursing		**$1,767.00**
732	Accounting Supplies		**$1,000.00**
735	Campus Improvements		**$45,000.00**
736	Salaries		**$309,525.00**
737	Scholarships & Grants		**$24,300.00**
	ASCC Scholarship	18,900	
	ASCC StudGov Grant	8,000	
739	Dance		**$3,800.00**

Budgets and Fiscal Reporting

ASCC Budget

2012-2013 ASCC BUDGET

	TOTAL CAMPUS SERVICE ACCOUNTS	**$550,593.00**

ASCC ACTIVITIES ACCOUNTS

801	Awards & Championships (Awards @ $57.60)	
01-801	Athletic Awards	**$4,000.00**
02-801	Achievement Awards/Banquet	**$6,800.00**
802	Campus Center Maintenance	**$14,000.00**
803	Conferences	**$6,000.00**
805	Equipment & Repairs	**$1,000.00**
806	Public Relations	**$5,000.00**
807	Supplies	**$10,559.00**
808	Contingencies	**$31,471.00**
	TOTAL ASCC ACTIVITIES ACCOUNTS	**$78,830.00**
	TOTAL EXPENSES + CONTINGENCIES	**$629,423.00**
	TOTAL INCOME LESS EXPENSES	**$0.00**

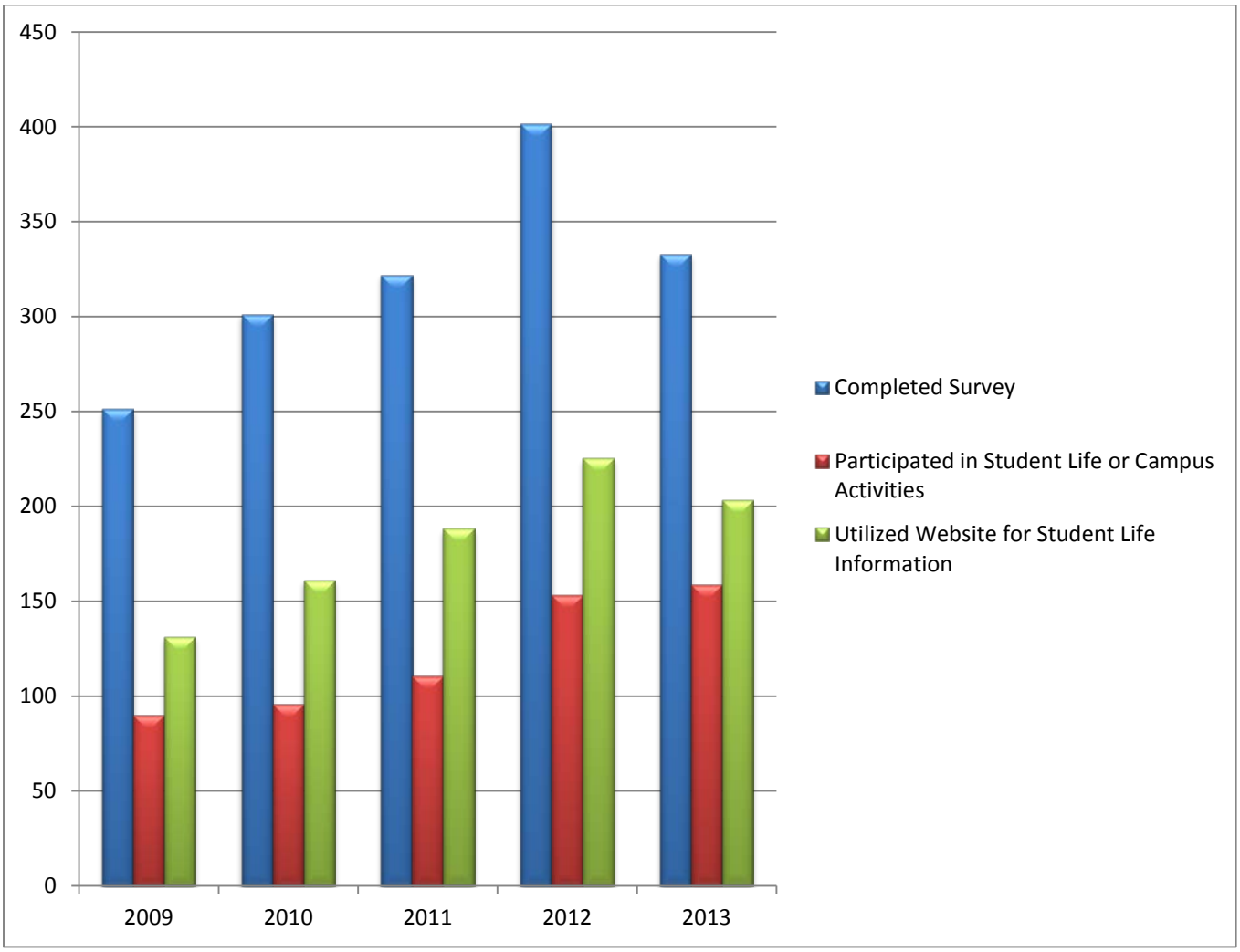
2012-2013 ASCC BUDGET ADDENDUM

1. This budget does not provide additional funds for out-of-state travel by any of the programs it funds.
2. No funds provided from this budget are to be used for the purchase of alcohol.
3. The allocations for the athletics accounts are maximum figures based on teams having at least the maximum number of players and coaches the COA identifies in the guidelines for postseason competition. That number will be reviewed following the fourth week of that team's season and will either remain at the maximum allowed or be reduced to reflect the actual size of the team and district-authorized coaching staff.

Adopted: 5-Jun-12

Appendix F

Counseling Survey Details

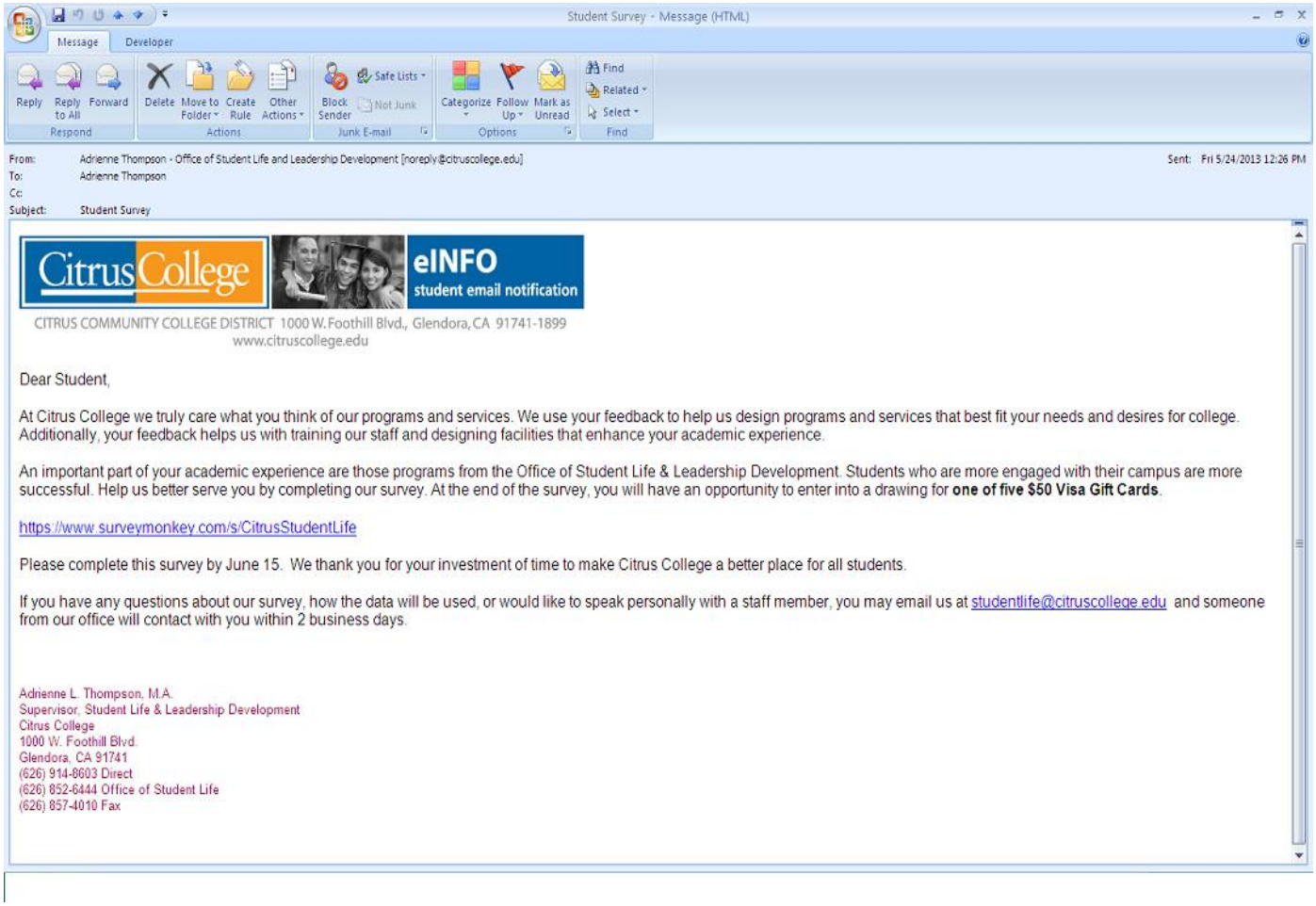


Appendix G (pg. 34 to 45)

Student Life and Leadership Development
Comprehensive Survey Summary of Results

A survey was developed with the assistance of the Office of Institutional Research. The response rate was an overwhelming success with 862 responses received.

Introductory Email and Invitation to Participate in Survey



Student Survey - Message (HTML)

Message | Developer

Reply | Reply to All | Forward | Delete | Move to Folder | Create Rule | Other Actions | Block Sender | Safe Lists | Not Junk | Categorize | Follow Up | Mark as Unread | Find | Related | Select

Respond | Actions | Junk E-mail | Options | Find

From: Adrienne Thompson - Office of Student Life and Leadership Development [noreply@citruscollege.edu]
Sent: Fri 5/24/2013 12:26 PM
To: Adrienne Thompson
Cc:
Subject: Student Survey

Citrus College

eINFO
student email notification

CITRUS COMMUNITY COLLEGE DISTRICT 1000 W. Foothill Blvd., Glendora, CA 91741-1899
www.citruscollege.edu

Dear Student,

At Citrus College we truly care what you think of our programs and services. We use your feedback to help us design programs and services that best fit your needs and desires for college. Additionally, your feedback helps us with training our staff and designing facilities that enhance your academic experience.

An important part of your academic experience are those programs from the Office of Student Life & Leadership Development. Students who are more engaged with their campus are more successful. Help us better serve you by completing our survey. At the end of the survey, you will have an opportunity to enter into a drawing for **one of five $50 Visa Gift Cards**.

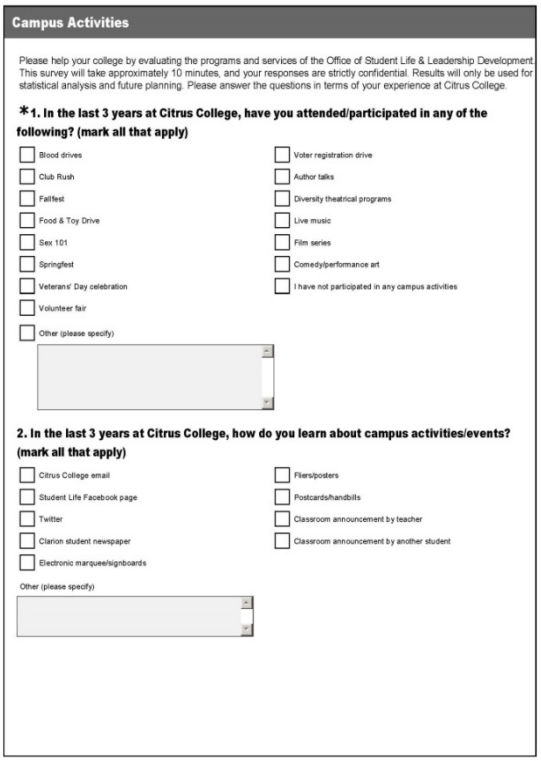
https://www.surveymonkey.com/s/CitrusStudentLife

Please complete this survey by June 15. We thank you for your investment of time to make Citrus College a better place for all students.

If you have any questions about our survey, how the data will be used, or would like to speak personally with a staff member, you may email us at studentlife@citruscollege.edu and someone from our office will contact with you within 2 business days.

Adrienne L. Thompson, M.A.
Supervisor, Student Life & Leadership Development
Citrus College
1000 W. Foothill Blvd.
Glendora, CA 91741
(626) 914-8603 Direct
(626) 852-6444 Office of Student Life
(626) 857-4010 Fax

Student Life and Leadership Development
Comprehensive Survey Summary of Results



Campus Activities

Please help your college by evaluating the programs and services of the Office of Student Life & Leadership Development. This survey will take approximately 10 minutes, and your responses are strictly confidential. Results will only be used for statistical analysis and future planning. Please answer the questions in terms of your experience at Citrus College.

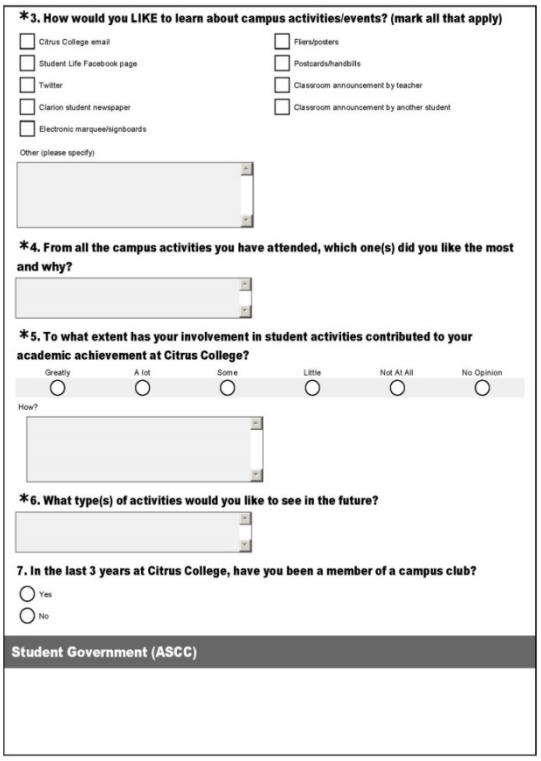
***1. In the last 3 years at Citrus College, have you attended/participated in any of the following? (mark all that apply)**

- ☐ Blood drives
- ☐ Club Rush
- ☐ Fallfest
- ☐ Food & Toy Drive
- ☐ Sex 101
- ☐ Springfest
- ☐ Veterans' Day celebration
- ☐ Volunteer fair
- ☐ Voter registration drive
- ☐ Author talks
- ☐ Diversity theatrical programs
- ☐ Live music
- ☐ Film series
- ☐ Comedy/performance art
- ☐ I have not participated in any campus activities
- ☐ Other (please specify)

2. In the last 3 years at Citrus College, how do you learn about campus activities/events? (mark all that apply)

- ☐ Citrus College email
- ☐ Student Life Facebook page
- ☐ Twitter
- ☐ Clarion student newspaper
- ☐ Electronic marquee/signboards
- ☐ Fliers/posters
- ☐ Postcards/handbills
- ☐ Classroom announcement by teacher
- ☐ Classroom announcement by another student

Other (please specify)



***3. How would you LIKE to learn about campus activities/events? (mark all that apply)**

- ☐ Citrus College email
- ☐ Student Life Facebook page
- ☐ Twitter
- ☐ Clarion student newspaper
- ☐ Electronic marquee/signboards
- ☐ Fliers/posters
- ☐ Postcards/handbills
- ☐ Classroom announcement by teacher
- ☐ Classroom announcement by another student

Other (please specify)

***4. From all the campus activities you have attended, which one(s) did you like the most and why?**

***5. To what extent has your involvement in student activities contributed to your academic achievement at Citrus College?**

Greatly	A lot	Some	Little	Not At All	No Opinion
○	○	○	○	○	○

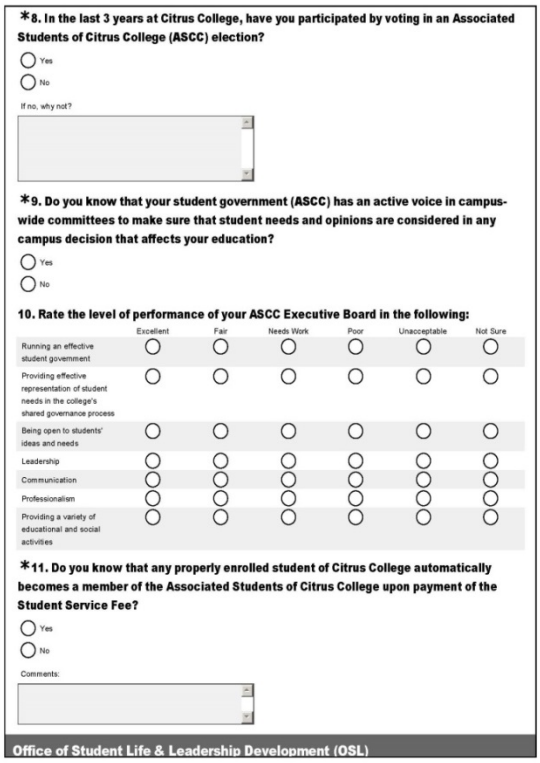
How?

***6. What type(s) of activities would you like to see in the future?**

7. In the last 3 years at Citrus College, have you been a member of a campus club?

- ○ Yes
- ○ No

Student Government (ASCC)



***8. In the last 3 years at Citrus College, have you participated by voting in an Associated Students of Citrus College (ASCC) election?**

- ○ Yes
- ○ No

If no, why not?

***9. Do you know that your student government (ASCC) has an active voice in campus-wide committees to make sure that student needs and opinions are considered in any campus decision that affects your education?**

- ○ Yes
- ○ No

10. Rate the level of performance of your ASCC Executive Board in the following:

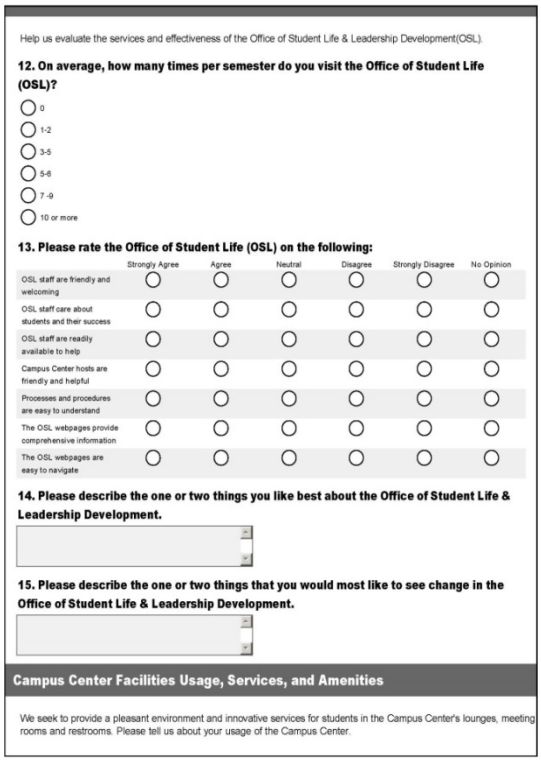
	Excellent	Fair	Needs Work	Poor	Unacceptable	Not Sure
Running an effective student government	○	○	○	○	○	○
Providing effective representation of student needs in the college's shared governance process	○	○	○	○	○	○
Being open to students' ideas and needs	○	○	○	○	○	○
Leadership	○	○	○	○	○	○
Communication	○	○	○	○	○	○
Professionalism	○	○	○	○	○	○
Providing a variety of educational and social activities	○	○	○	○	○	○

***11. Do you know that any properly enrolled student of Citrus College automatically becomes a member of the Associated Students of Citrus College upon payment of the Student Service Fee?**

- ○ Yes
- ○ No

Comments:

Office of Student Life & Leadership Development (OSL)



Help us evaluate the services and effectiveness of the Office of Student Life & Leadership Development(OSL).

12. On average, how many times per semester do you visit the Office of Student Life (OSL)?

- ○ 0
- ○ 1-2
- ○ 3-5
- ○ 5-6
- ○ 7 -9
- ○ 10 or more

13. Please rate the Office of Student Life (OSL) on the following:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Opinion
OSL staff are friendly and welcoming	○	○	○	○	○	○
OSL staff care about students and their success	○	○	○	○	○	○
OSL staff are readily available to help	○	○	○	○	○	○
Campus Center hosts are friendly and helpful	○	○	○	○	○	○
Processes and procedures are easy to understand	○	○	○	○	○	○
The OSL webpages provide comprehensive information	○	○	○	○	○	○
The OSL webpages are easy to navigate	○	○	○	○	○	○

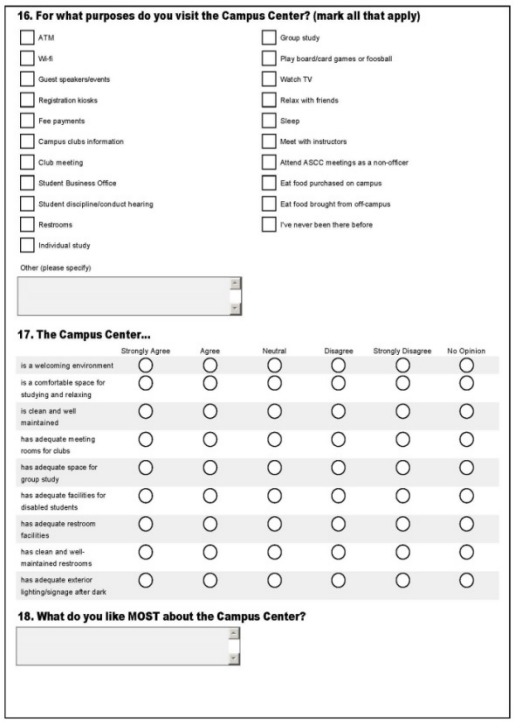
14. Please describe the one or two things you like best about the Office of Student Life & Leadership Development.

15. Please describe the one or two things that you would most like to see change in the Office of Student Life & Leadership Development.

Campus Center Facilities Usage, Services, and Amenities

We seek to provide a pleasant environment and innovative services for students in the Campus Center's lounges, meeting rooms and restrooms. Please tell us about your usage of the Campus Center.

Student Life and Leadership Development
Comprehensive Survey Summary of Results



16. For what purposes do you visit the Campus Center? (mark all that apply)

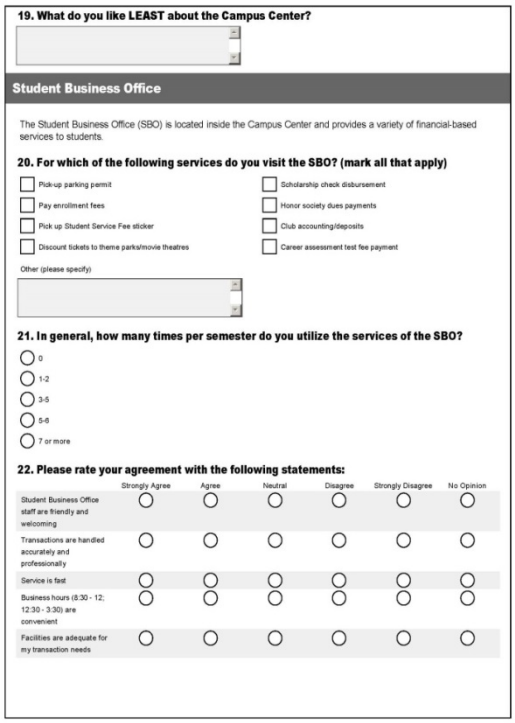
- ☐ ATM
- ☐ Wi-fi
- ☐ Guest speakers/events
- ☐ Registration kiosks
- ☐ Fee payments
- ☐ Campus clubs information
- ☐ Club meeting
- ☐ Student Business Office
- ☐ Student discipline/conduct hearing
- ☐ Restrooms
- ☐ Individual study
- ☐ Group study
- ☐ Play board/card games or foosball
- ☐ Watch TV
- ☐ Relax with friends
- ☐ Sleep
- ☐ Meet with instructors
- ☐ Attend ASCC meetings as a non-officer
- ☐ Eat food purchased on campus
- ☐ Eat food brought from off-campus
- ☐ I've never been there before

Other (please specify)

17. The Campus Center...

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Opinion
is a welcoming environment	○	○	○	○	○	○
is a comfortable space for studying and relaxing	○	○	○	○	○	○
is clean and well maintained	○	○	○	○	○	○
has adequate meeting rooms for clubs	○	○	○	○	○	○
has adequate space for group study	○	○	○	○	○	○
has adequate facilities for disabled students	○	○	○	○	○	○
has adequate restroom facilities	○	○	○	○	○	○
has clean and well-maintained restrooms	○	○	○	○	○	○
has adequate exterior lighting/signage after dark	○	○	○	○	○	○

18. What do you like MOST about the Campus Center?



19. What do you like LEAST about the Campus Center?

Student Business Office

The Student Business Office (SBO) is located inside the Campus Center and provides a variety of financial-based services to students.

20. For which of the following services do you visit the SBO? (mark all that apply)

- ☐ Pick-up parking permit
- ☐ Pay enrollment fees
- ☐ Pick up Student Service Fee sticker
- ☐ Discount tickets to theme parks/movie theatres
- ☐ Scholarship check disbursement
- ☐ Honor society dues payments
- ☐ Club accounting/deposits
- ☐ Career assessment test fee payment

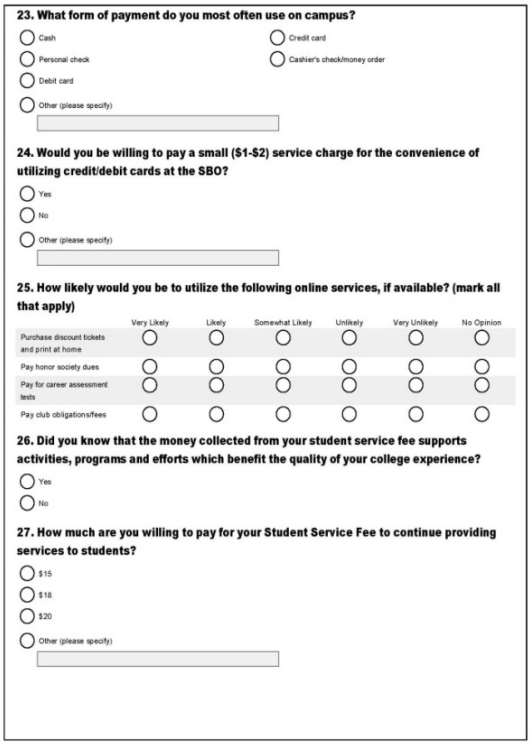
Other (please specify)

21. In general, how many times per semester do you utilize the services of the SBO?

- ○ 0
- ○ 1-2
- ○ 3-5
- ○ 5-6
- ○ 7 or more

22. Please rate your agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Opinion
Student Business Office staff are friendly and welcoming	○	○	○	○	○	○
Transactions are handled accurately and professionally	○	○	○	○	○	○
Service is fast	○	○	○	○	○	○
Business hours (8:30 - 12; 12:30 - 3:30) are convenient	○	○	○	○	○	○
Facilities are adequate for my transaction needs	○	○	○	○	○	○



23. What form of payment do you most often use on campus?

- ○ Cash
- ○ Personal check
- ○ Debit card
- ○ Credit card
- ○ Cashier's check/money order
- ○ Other (please specify)

24. Would you be willing to pay a small ($1-$2) service charge for the convenience of utilizing credit/debit cards at the SBO?

- ○ Yes
- ○ No
- ○ Other (please specify)

25. How likely would you be to utilize the following online services, if available? (mark all that apply)

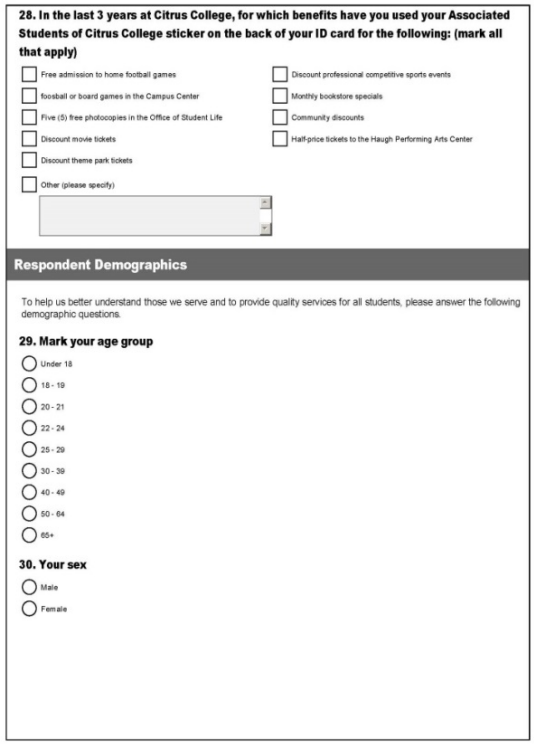
	Very Likely	Likely	Somewhat Likely	Unlikely	Very Unlikely	No Opinion
Purchase discount tickets and print at home	○	○	○	○	○	○
Pay honor society dues	○	○	○	○	○	○
Pay for career assessment tests	○	○	○	○	○	○
Pay club obligations/fees	○	○	○	○	○	○

26. Did you know that the money collected from your student service fee supports activities, programs and efforts which benefit the quality of your college experience?

- ○ Yes
- ○ No

27. How much are you willing to pay for your Student Service Fee to continue providing services to students?

- ○ $15
- ○ $18
- ○ $20
- ○ Other (please specify)



28. In the last 3 years at Citrus College, for which benefits have you used your Associated Students of Citrus College sticker on the back of your ID card for the following: (mark all that apply)

- ☐ Free admission to home football games
- ☐ foosball or board games in the Campus Center
- ☐ Five (5) free photocopies in the Office of Student Life
- ☐ Discount movie tickets
- ☐ Discount theme park tickets
- ☐ Other (please specify)
- ☐ Discount professional competitive sports events
- ☐ Monthly bookstore specials
- ☐ Community discounts
- ☐ Half-price tickets to the Haugh Performing Arts Center

Respondent Demographics

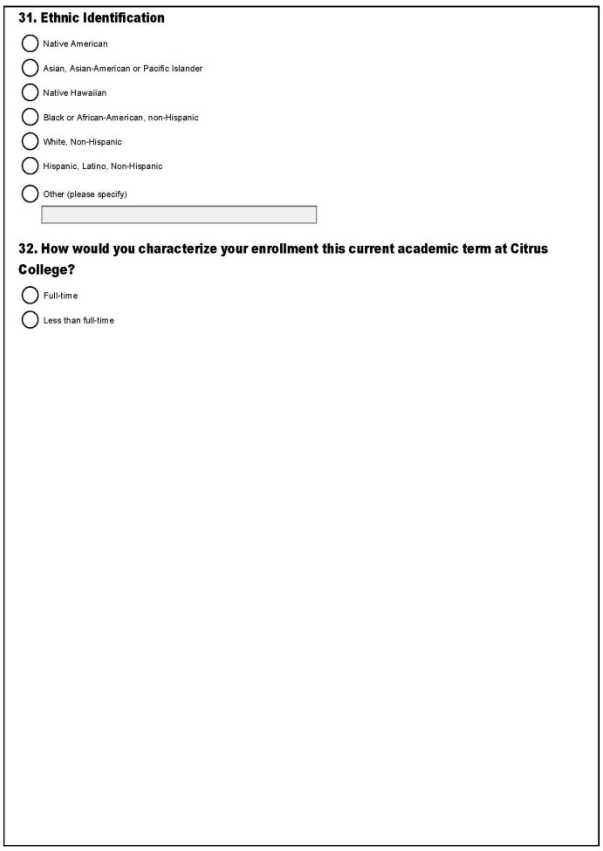
To help us better understand those we serve and to provide quality services for all students, please answer the following demographic questions.

29. Mark your age group

- ○ Under 18
- ○ 18 - 19
- ○ 20 - 21
- ○ 22 - 24
- ○ 25 - 29
- ○ 30 - 39
- ○ 40 - 49
- ○ 50 - 64
- ○ 65+

30. Your sex

- ○ Male
- ○ Female



31. Ethnic Identification

- ◯ Native American
- ◯ Asian, Asian-American or Pacific Islander
- ◯ Native Hawaiian
- ◯ Black or African-American, non-Hispanic
- ◯ White, Non-Hispanic
- ◯ Hispanic, Latino, Non-Hispanic
- ◯ Other (please specify)

32. How would you characterize your enrollment this current academic term at Citrus College?

- ◯ Full-time
- ◯ Less than full-time

Student Life and Leadership Development
Comprehensive Survey Summary of Results

1. In the last 3 years at Citrus College, have you attended/participated in any of the following?

- No participation: 42.2%
- Club Rush: 30.3%
- Springfest: 22.6%
- Live Music: 21.9%
- Blood Drive: 20.2%

2. In the last 3 years at Citrus College, how do you learn about campus activities/events?

- Fliers/posters: 74.5%
- Citrus College emails: 59.6%
- Classroom announcements by teacher: 40.4%
- Classroom announcements by another student 38.9%
- *Clarion* Student Newspaper: 30.8%

3. How would you LIKE to learn about campus activities/events?

- Citrus College email: 75.2%
- Fliers/posters: 57.8%
- Classroom announcements by teacher: 46.3%
- Classroom announcements by another student: 32.8%
- *Clarion* student newspaper: 32.8%

4. From all the campus activities you have attended, which one(s) did you like the most and why?

- Have not attended due to class/work/family conflict with the time activities are offered: 44%
- Springfest because of live music and food trucks: 16%
- Club Rush because of networking: 9%
- Blood Drive: 6%
- Listening to live music or watching performances outside at the quad/mall: 6%

5. To what extent has your involvement in student activities contributed to your academic achievement at Citrus College?

- Greatly: 5.2%
- A lot: 6.8%
- Some: 18.7%
- Little: 13.5%
- Not at all: 27.8%

Student Life and Leadership Development
Comprehensive Survey Summary of Results

6. What type of programs would you like to see in the future? Based on the responses, 40 categories were themed from the data: (Let me know which categories you want more detail)

- Charity/volunteer drives (1%)
- Comedy Shows
- SI per major
- Stress Busters
- Activities for Disabled Students
- Student Activities based on major (2%)
- Art fair
- Author Talks
- Better marketing of student events (1%)
- Blood drives (1%)
- Book Clubs
- Campus movie night
- Christian events
- More club Competitions
- More club events
- Club websites
- Community involvement events (1%)
- Cultural festivals (1%)
- Current events/activities are fine
- Diverse speakers
- Educational seminars (2%)
- Films
- Food festivals, food truck fairs (3%)
- Free prizes and food
- Interactive activities (2%)
- Longer events
- More club rush events
- More contests
- Better variety of food trucks
- More military recruitment events
- More Workshops/fairs (5%)
- Night time activities/events (1%)
- No opinion (20%)
- Older crowd events
- More shows, live concerts, and dances (10%)
- Sports games (2%)
- Start better clubs (1%)
- More Transfer events

7. In the last 3 years at Citrus College, have you been a member of a campus club?

- Yes: 20.1%
- No: 79.9%

STUDENT GOVERNMENT (ASCC)

8. In the last 3 years at Citrus College, have you participated by voting in an Associated Students of Citrus College (ASCC) election?

- Yes: 20.1%
- No: 79.9%

9. Do you know that your student government (ASCC) has an active voice in campus-wide committees to make sure that student needs and opinions are considered in any campus decision that affects your education?

- Yes: 44.4%
- No: 55.6%

Student Life and Leadership Development
Comprehensive Survey Summary of Results

10. Rate the level of performance of your ASCC Executive Board in the following:

	Excellent	Fair	Needs Work	Poor	Unacceptable	Not Sure
Running an effective student government	13.7%	24.2%	7.2%	1.8%	1.3%	51.7%
Providing effective representation of student needs in college's shared governance process	13.5%	24.4%	8.4%	1.7%	2.1%	49.9%
Being open to students' ideas and needs	16%	24.8%	7.3%	2.8%	2.3%	46.8%
Leadership	17.1%	23.4%	7.2%	2.3%	2.1%	47.8%
Communication	14.7%	20.5%	13%	4.8%	3.6%	43.4%
Professionalism	18.5%	23.3%	6.4%	2.8%	2.0%	47%
Providing a variety of educational and social activities	19.4%	25.1%	8.8%	2.3%	2.1%	42.3%

11. Do you know that any properly enrolled student of Citrus College automatically becomes a member of the Associated Students of Citrus College (ASCC) upon payment of the Student Service Fee?

- Yes: 46.9%
- No: 53.1%

OFFICE OF SLLD (OSL)

12. On average, how many times per semester do you visit the Office of Student Life (OSL)?

- 0: 64.5%
- 1-2: 22.1%
- 3-5: 6.8%
- 5-6: 2.1%
- 7-9: 1.3%
- 10 or more: 3.1%

13. Please rate the Office of Student Life (OSL) on the following:

	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	No Opinion
OSL staff are friendly and welcoming.	13.5%	16.2%	9.4%	1.1%	1.4%	58.2%
OSL staff care about students and their success.	13.7%	14.7%	10.9%	1.0%	1.3%	58.4%
OSL staff are readily available to help.	13.1%	15.5%	10.1%	1.0%	2.0%	58.3%
Campus Center hosts are friendly and helpful.	14.9%	17.4%	8.8%	1.4%	1.0%	56.4%
Processes and procedures are easy to understand.	10.7%	17.1%	11.7%	1.4%	1.3%	57.7%
The OSL webpages provide comprehensive information.	10.2%	15.3%	10.7%	1.5%	1.4%	60.8%
The OSL webpages are easy to navigate.	10.6%	13.8%	11.7%	1.5%	1.4%	61.0%

Student Life and Leadership Development
Comprehensive Survey Summary of Results

14. Please describe the one or two things you like best about the Office of Student Life & Leadership Development.

- ASCC members
- Don't know, never been or heard about OSL(21%)
- Encourage students
- Food in the office
- No Opinion (17%)
- Diversity
- Makes being a student fun
- The staff
- Useful information (2%)
- Campus Center (3%)
    - TV
    - Air conditioning
    - Friendly campus hosts
    - Clean/organized
    - Hangout spot
    - Lounge
    - messy
    - Location (1%)
- Communication/knowledge (2%)
- EOP&S
- Events/activities
- Friendly, helpful staff (14%)
- Absolutely Nothing (2%)
- Leadership skills
- Uniforms
- Discount programs

15. Please describe the one or two things that you would most like to see change in the Office of Student Life & Leadership Development (OSLLD).

- Don't know/haven't been (50%)
- Better info on the OSLLD purpose (11%)
- Better attitude for hosts/staff (6%)
- Follow through (1%)
- Friendlier staff (7%)
- Monthly email blasts
- More diverse staff
- More special events
- Campus center-open later hours (1%)
- Help desk
- Easier to find
- More organized
- More computers/better internet (4%)
- Meet/greet events (1%)
- Better Marketing (13%)
- Cleaner restrooms
- Free give-a-ways
- microwave
- more communication (2%)
- more help (2%)
- nothing (8%)
- remodel campus center (1%)
- better website
- funding/budget
- stronger interactions (2%)

CAMPUS CENTER FACILITIES USAGE, SERVICES, AND AMENITIES

16. For what purposes do you visit the Campus Center?

- Restrooms: 53.7%
- WiFi: 40.1%
- Relax with friends: 33.8%
- Fee payment: 30.5%
- Individual study: 29%

Student Life and Leadership Development
Comprehensive Survey Summary of Results

17. The Campus Center

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Opinion
Is a welcoming environment	31.2%	30.9%	14.7%	2.1%	1.4%	19.7%
Is a comfortable space for studying and relaxing	25.2%	25.4%	18.7%	7.1%	3.1%	20.5%
Is clean and well maintained	26.8%	34.9%	14.4%	3.3%	1.0%	19.7%
Has adequate meeting rooms for clubs	24.4%	23.5%	15.4%	3.8%	1.2%	31.6%
Has adequate space for group study	23.7%	26.6%	15.8%	6.1%	1.8%	25.9%
Has adequate facilities for disabled students	24.9%	22.9%	15.1%	2.0%	0.8%	34.4%
Has adequate restroom facilities	26.7%	32.5%	11.9%	3.3%	1.4%	24.2%
Has clean and well-maintained restrooms	25.2%	29.6%	13.6%	5.4%	2.1%	24.2%
Has adequate exterior lighting/signage after dark	25.1%	24.7%	14.8%	5.1%	2.1%	28.3%

18. What do you like MOST about the Campus Center?

- ASCC room
- Spacious (9%)
- Air Conditioning (1%)
- Student Business office
- Campus host
- Comfortable, relaxing, friendly environment (17%)
- Couches (4%)
- Everything (1%)
- Fun
- Great staff
- Hang-out with friends (6%)
- Location (3%)
- Nothing (1%)
- Student friendly (4%)
- TV (3%)
- Well maintained
- Clean (4%)
- Activities (1%)
- Art display
- cafeteria
- campus center hours
- convenient/accessible (3%)
- diverse students
- safe environment
- games (2%)
- great atmosphere/environment (1%)
- layout (1%)
- not sure/no opinion/ never been (14%)
- restrooms, ATM, water fountain
- study space (6%)
- welcoming (2%)
- WiFi (2%)

19. What do you like LEAST about the Campus Center?

- Needs remodeling (1%)
- Closes early (1%)
- Dirty couches, restrooms, area (2%)
- Not enough seats (2%)
- Not welcoming (1%)
- Rude student behavior (2%)
- Too crowded (8%)
- size is too small (1%)
- design layout (2%)
- need more couches (1%)
- not sure/no opinion (14%)
- nothing (10%)
- too cold (1%)
- too loud (14%)

Student Life and Leadership Development
Comprehensive Survey Summary of Results

STUDENT BUSINESS OFFICE

20. For which of the following services do you visit the SBO?

- Pick-up parking permit: 71.9%
- Pick-up Student Service Fee Sticker – 55.9%
- Pay enrollment fee: 39.2%
- Discount tickets to them parks/movie theatres: 36.3%
- Scholarship check disbursement: 10.9%

21. In general, how many times per semester do you utilize the services of the SBO?

- 0: 27.3%
- 1-2: 53.3%
- 3-5: 13.5%
- 5-6: 2.9%
- 7 or more: 2.9%

22. Please rate your agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Opinion
Student Business Office staff are friendly and welcoming	34.4%	28.1%	13.1%	1.1%	1.4%	22.9%
Transactions are handled accurately and professionally	34.9%	30.6%	9.7%	0.7%	0.8%	23.3%
Service is fast	23.2%	26.2%	19.5%	5.2%	2.8%	23.1%
Business hours (8:30-12; 12:30-3:30) are convenient	20.3%	21.9%	17.1%	12.1%	6.4%	22.2%
Facilities are adequate for my transaction needs	29.4%	32.3%	12.7%	0.8%	0.8%	24%

23. What form of payment do you most often use on campus?

- Cash: 32.6%
- Personal check:1.5%
- Debit cards: 49.5%
- Credit Cards: 15.2
- Cashier's check/money order: 0%
- Other:
    - Financial aid
    - Online payments
    - Never used services
    - Coins

24. Would you be willing to pay a small ($1-$2) service charge for the convenience of utilizing credit/debit cards at the Student Business Office?

- Yes: 14.1%
- No: 81.2%

Student Life and Leadership Development
Comprehensive Survey Summary of Results

25. How likely would you be to utilize the following online services, if available?

	Very Likely	Likely	Somewhat Likely	Unlikely	Very Unlikely	No Opinion
Purchase discount tickets and print at home	59.1%	15.9%	10.8%	2.6%	3.4%	8.2%
Pay honor society dues	28.7%	12.3%	11%	8.7%	8.3%	30.9%
Pay for career assessment tests	36.8%	14.5%	12.9%	6.4%	7.9%	21.6%
Pay club obligations/fees	34.9%	13.1%	10.2%	8%	8.3%	25.4%

26. Did you know that the money collected from your student service fee supports activities, programs and efforts which benefit the quality of your college experience?

- Yes: 55%
- No: 45%

27. How much are you willing to pay for your Student Service Fee to continue providing services to students?

- $15: 57.8%
- $18: 5.1%
- $20: 7.6%
- Other:
    - $0: (81)
    - $2: (15)
    - $5: (38)
    - $10: (93)
    - $15 (1)
    - $30 (1)

28. In the last 3 years at Citrus College, for which benefits have you used your Associated Students of Citrus College (ASCC) sticker on the back of your ID card for the following:

- Free admission to home football games: 14.0%
- foosball or board games in the Campus Center: 10.5%
- Five (5) free photocopies in the Office of Student Life: 19.5%
- Discount movie tickets: 40.2%
- Discount theme park tickets: 32.8%
- Discount professional competitive sports events: 5.1%
- Monthly bookstore specials: 30.0%
- Community discounts: 14.4%
- Half-price tickets to the Haugh Performing Arts Center: 17.6%
- Other:
    - None: 19% (112)
    - Free stuff at bookstore (5)
    - Don’t know I could use my sticker (7)
    - Don’t have a sticker (5)
    - Free soda (9)
    - Food Truck coupons (3)

Student Life and Leadership Development
Comprehensive Survey Summary of Results

DEMOGRAPHCS

29. Mark your age group

- Under 18: 0.5%
- 18 – 19: 21.8%
- 20 – 21: 23.5%
- 22 – 24: 19.9%
- 25 – 29: 14.7%
- 30 – 39: 11.4%
- 40 – 49: 5.3%
- 50 – 64: 2.8%
- 65+ : 0.0%

30. Your sex

- Female: 32.7%
- Male: 67.3%

31. Ethnic Identification:

- Native American - 2.2%
- Asian, Asian-American or Pacific Islander - 13.6%
- Native Hawaiian - 0.0%
- Black or African-American, non-Hispanic-3.6%
- White, Non-Hispanic- 24.8%
- Hispanic, Latino, Non-Hispanic - 48.4%
- Other (please specify)
    - Mixed (26)
    - Human Being (10)
    - Decline to disclose (5)

32. How would you characterize your enrollment this current academic term at Citrus College?

- Full-time: 63.7%
- Less than part-time: 36.3%