

2006 – 2007

STUDENT AFFAIRS

PROGRAM REVIEW

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Program Description and Objectives

Three separate, inter-related student groups exist within the program: The Associated Students of Citrus College (student government), the Program Board, and the Inter-Club Council. The Student Affairs program is responsible for the Associated Students and their shared governance participation, athletic eligibility, the production and support of a comprehensive schedule of social and educational campus activities, providing structure and support for the college's club system, providing leadership training to students through the leadership class and other means, and developing and coordinating benefits for those students who pay the student service fee and for staff members.

The objectives of the Student Affairs Office are:

1. To enhance the campus climate through the presentation of a broad range of activities and opportunities for student involvement and facilitating the activities produced by other departments in the Campus Center or the immediately adjacent areas;
2. To support the instructional program of the college through sponsoring and producing activities which address current social issues;
3. To ensure responsible student representation in the college's participative governance committees;
4. To provide students with a wide range of opportunities for personal growth;
5. To provide students with a place to study and relax in a comfortable and informal atmosphere.
6. To ensure that the college's athletes meet the eligibility requirements of the state.
7. To provide services in a friendly and professional manner.

The Student Business Office is responsible for providing financial services and information to the college's student groups and other

campus entities through “ASO” accounts. Services include: selling discount tickets for area attractions; receiving, depositing, disbursing, and accounting for the funds of numerous campus groups and scholarships; and preparing financial statements for the Associated Students and related entities. A copy of the Student Business Office chart of accounts and a recap of discount tickets for local attractions sold from July 2006 through May 2007 are included as Appendices A and B.

The objectives of the Student Business Office are:

1. To provide timely and accurate financial services and information to the Associated Students and the various campus programs and organizations it serves;
2. To support the Associated Students by providing ticket sale services to Student Service Fee cardholders and staff members;
3. To provide services in a friendly and professional manner.

Budget and sources of funds

With the exception of the Dean of Students and Administrative Secretary, who are paid by the district, all personnel costs of this program have historically been paid through the bookstore dividend that is part of the ASCC budget. This year, however, the ASCC is returning \$40,000 to the bookstore to offset a portion of the decline in the store’s fund balance due to the increase in the net loss of the food service, which the bookstore also supports financially. This amount is scheduled to increase by \$63,000 in the 2007-2008 academic year.

The total of the ASCC budget for 2006-2007, which is included as Appendix C, is \$530,000. The primary sources of funds for the ASCC budget are Student Service Fees (\$335,000) and the Bookstore Dividend (\$145,000). Other sources include interest earned on money deposited with the county and Pacific Western Bank, video games, football admissions, and ATM machine commission.

Numbers and types of students served

Due to the nature of many of the programs provided or supported by this program, it is not possible to accurately establish the total number of students and staff served. The Student Affairs office, working through the Programming Board, is directly responsible for producing annually the two largest events in which the students and staff members participate, Fallfest and Springfest. Since these activities take place both inside and outside of the Campus Center over a week’s time, it is impossible to assess with any accuracy the number of students and staff who take part. The same is true, although to a lesser degree, of many of

the other events produced through this office. A list of these events produced from August 2006-May 18, 2007 appears in Appendix D.

It is possible to identify or reasonably estimate the number of staff and students served through some of the services provided by the Student Business Office and the Associated Students budget. The Student Business Office sold 9,355 discounted tickets for area attractions during the first eleven months of the 2006-2007 academic year while disbursing 209 scholarships and grants, of which 81 were funded directly by the Associated Students' budget. A total of 2,811 checks were produced by this office during the same period. The total number receiving benefits, however, either directly or indirectly is impossible to assess. Some of the programs funded by the ASCC include all athletic teams, music and fine arts programs, and campus improvement programs

In addition, the Student Business Office maintains 46 club and 143 "ASO" accounts, which support programs providing benefits and services to all members of the campus community.

There were 347 student athletes who successfully completed their eligibility during the 2006-2007 academic year, down from 560 in 2001-2002

Student and Staff Satisfaction Measures

Because of the significant differences between the services this program provides to its major constituencies, five different surveys were conducted, copies of each with results appear as Appendix E. A brief overview of the results obtained by each follows.

Standing Committee Chairs

Due to the importance of the role of the ASCC in campus participative governance, the chairs of the standing committees were polled to determine their opinions of the quality of student representation in this critical activity. With the exception of one pronounced outlier, the chair of the Curriculum Committee who rated attendance and quality of representation as "ones", the results were extremely positive. Without adjusting for the outlier, the mean responses ranged from 4.92 to 5.92.

Students

Data reveal that the impressions of the students who completed the survey regarding Student Affairs are positive. On the 1 – 6 Likert scale that was used, the mean responses ranged from 4.9 to 5.4.

Athletic Department Personnel

Responses from the athletic department were extremely positive. The only item which failed to gather an average rating of 5.5 or higher

was “An ample number of eligibility meetings were scheduled for my team,” which garnered a 4.5 on the 1 – 6 scale.

Campus Center Regular Users

The perceptions of those departments using the Campus Center regularly were also positive, although somewhat less so than those of the coaches. Two of the items posted scores of 5.0 while the other three came in at 5.2.

Student Business Office

The ratings of the Student Business Office were the highest of the five collected. The two lowest scores were 5.7 and 5.8. Three other items returned scores of 5.9 while one, “When I turn money in to the Student Business Office in person I always get a receipt” yielded a perfect 6.0.

Trends in Student Participation

Since the last program review was conducted in 2002 the number of students enrolling in the leadership class has returned to traditional levels. During the Spring 2007 semester there was only one vacancy on the ASCC Executive Board. This was because the individual appointed to that seat was found to be ineligible after the drop/add period had passed.

While the races for the offices of Student Trustee and ASCC President for the 2007 – 2008 academic year were uncontested, there were two candidates for Vice President and nine students running for the seven senator seats available for the Fall semester of 2007. Between those students who were elected and those others who have submitted applications for appointed position, there are a sufficient number to again have a complete board seated.

Participation in all campus activities has seen a continued growth since the last program review. The Inter-Club Council now has 32 active clubs, with numerous inquiries from students indicating a desire to charter a club each week. The quality of club participation on the campus has also increased, creating more opportunities for students to become involved in co-curricular activities and organizations and to acquire and polish valuable leadership skills through their practical application.

Programming on campus is focused on supplementing instruction through events/speakers as well as providing pure social interaction and collegiality. The Office of Student Affairs has enjoyed increased support for all of its activities from the campus faculty and staff, which has in turn increased student engagement on campus. This past year, more than 825 persons were in attendance for Dr. Terrence Roberts’ address commemorating Black History Month. During the past school year, the department has hosted a Volunteer Fair, 2 days of Club Rush each semester, 10 movie days in the Campus Center, a successful Fallfest and

an even more successful Springfest. An energetic workshop on Domestic Violence was held, at which 4 students self-identified as victims and became clients of the YWCA-WINGS program.

Staffing

The Student Affairs program, which includes the Student Business Office, is staffed as follows:

- 1 full-time Dean who is responsible for several areas
- 1 full-time Student Activities Supervisor
- 1 full-time Administrative Secretary
- 1 full-time Account Clerk III
- 1 full-time Campus Center Guest Relations
- 1 full-time Custodian who is also responsible for other areas
- 1 40% Account Clerk/Cashier
- 1 49% Clerk-Typist
- 1 40% Student Evening Campus Center Host
- 1 49% Student Poster Artist

Required Credentials

The Dean is an instructional manager who teaches the college's leadership class as part of his assignment and is required to have at least a Master's degree in an appropriate discipline. The current Dean has an Ed.D. in educational leadership. A Bachelor's degree is required for the position of Student Activities Supervisor. The incumbent has earned a Master's degree in student affairs. These are the only credential or professional training requirements within the program.

Diversity of Staff

All of the current staff except the Dean, Custodian and evening Campus Center Host are female. The Administrative Secretary, Custodian, and the evening host are Hispanic and the remainder of the staff is Caucasian.

Status of Goals for 2006 – 2007

The goals for the 2006 – 2007 academic year as well as a list of the accomplishments for the previous year appear in Appendix F.

Goal # 1 - Complete and publish the "Reflections" recruiting booklet.

The "Reflections" recruiting booklet was sent to Publications and Recruitment approximately two months ago. Because of other, more time sensitive projects, it has not been completed. It has moved up in the queue and is currently assigned to one of the staff there. It should be available either late this summer or early in the fall semester.

Goal #2 - Gather complete and accurate information on student participation in campus governance.

A major effort was made to insure that the ASCC representatives to the standing committees turned in their Shared Governance Participation forms for each meeting. As a result, for the first time, reliable data were collected, which showed that ASCC representatives took part in a total of 142 standing committee meetings, 71 in each of the two semesters.

Goal #3 - Increase participation in clubs by 5%.

At the beginning of the fall 2006 semester there were 20 active clubs on campus. By the end of the spring 2007 semester, that number had grown to 29, an increase of 45%.

Goal #4 - Create and publish a manual for club advisors.

This goal has not been attained exactly as it was expressed, in part because of the constant flow of spur of students into the office with "crises." It is also partially because of a shift in emphasis toward the paperless office. By the beginning of the fall semester there will be a site on the intranet which will provide resources for club advisors. In addition to saving trees, money and office storage space this will provide the office with the capacity to rapidly update the information and to have it available to anyone with a computer on a "24/7" basis.

Goal #5 - Evaluate current ASCC Benefits Booklet and make necessary changes, possibly working with other student services areas to design and produce a comprehensive student handbook calendar.

The ASCC Benefits Booklet format has been revised in order to allow for two different editions, one for fall and one for spring. This will allow us to furnish more in depth information about each semester's important events and activities without expanding the size of the booklet.

Facilities needs

There continues to be a need for additional enclosed space for types of activities that are incompatible with the general activity and noise level of the Campus Center. While the campus has added meeting rooms in various locations, many of these are invisible to students or are in areas incompatible with the level of noise and enthusiasm typical of many student groups. There is also a lack of recognition by some staff of the concept that the primary purpose of this building is to accommodate and support students and student groups.

A recent example of this took place when the Student Activities Supervisor and the Program Board were meeting in the conference room and the CCFA was meeting in the staff lounge. CCFA's president came into the conference room and asked that the Program Board cease its meeting because they were interrupting the CCFA meeting. This type of

situation has become increasingly common. In addition, when the Center is used for large events that require either one-half or all of the facility to be closed to the general student population, the normal activities of that population are seriously impacted.

State and Federal Requirements

The state of California mandates that the students of each of the state's community colleges be given the right to consult on issues that affect or may affect them. This responsibility falls to the Associated Students of Citrus College. Meetings of the ASCC must comply with the provisions of the Ralph M. Brown Act. The Student Business Office is subject to those sections of the state Education Code and the Business and Professions Code related to the handling funds of college groups.

Americans with Disabilities Act issues

The only ADA issues that relate directly to the ASCC are those that have arisen as a consequence of ASCC Executive Board member travel. Other access issues have historically been the province of either the Disabled Students Club, which has been a part of the Inter-Club Council, or the DSP&S program.

Major Concerns or Needs

1. Predicted changes in the college's registration process are anticipated to negatively impact the amount of Student Service Fee income collected by the Associated Students. This fee is the largest income source for that group.
2. If the current trend of increasing numbers of students wanting to establish new clubs continues, arrangements will have to be made so that the needs of these groups for times and places to meet can be accommodated. As mentioned above, this has already become a problem.
3. The work cite of the full-time Account Clerk III has been changed to the second floor of the Administration Building. This has resulted in a decrease in the hours of service provided to students and staff by the Student Business Office. This is contrary to the long-standing emphasis on serving students that has been an integral part of the culture of this program.

APPENDICES

Appendix A.....	Student Business Office chart of accounts
Appendix B.....	2006-2007 ticket sales recap
Appendix C.....	2006-2007 ASCC budget
Appendix D.....	2006-2007 Student Affairs Activities
Appendix E.....	Survey forms and results
Appendix F.....	2005-2006 Accomplishments & 2006-2007 Goals
Appendix G.....	Dean's December 31, 2006 evaluation