



Annual Program Review 2011-2012 - STUDENT SERVICES

Program

CENTER FOR STUDENT INVOLVEMENT

Authorization

After the document is complete, it must be reviewed and submitted to the Program Review Committee by the appropriate area manager or Dean.

Author/Manager: Hoover Zariani, Senior Student Services Coordinator

Dean: Dr. Paul Schlossman, Dean of Student Affairs

Date Received by Program Review: November 17, 2011

Overview of the Program

All degrees and certificates are considered programs. In addition, divisions may further delineate and define programs based on their assessment needs (developmental sequences, career track, etc).

Statement of Purpose – briefly describe in 1-3 sentences.

The Center for Student Involvement initiates, implements, and sustains civic engagement opportunities that promote diversity, critical thinking, personal responsibility, and communication skills for all students. As a result, we have service learning and volunteer programs that involve students both on and off campus and help them in developing the above mentioned skills and abilities.

Please list the **most significant achievement** accomplished since your last program review.

In the 2010-2011 academic year and since our last program review, we have initiated and implemented two new projects even though we have suffered the loss of a half-time staff person and significant hours of student workers.

List the current major strengths of your program

1. Our program continues to be creative and innovative.
2. Our SLOs are in the fourth cycle this year.

List the current weaknesses of your program

1. The program lost .5 FTE staff in the past year (for the 2011-2012 AY).
2. The program lost approximately 30% of student worker hours (for the 2011-2012 AY).
3. Number of courses integrating service learning has decreased.

1.0. Trend Analysis

For each program within the division, use the data provided to indicate trends (e.g., steady, increasing, decreasing, etc.) for each of the following measures.

Academic Year	Service/Function	Service Contacts	Student Contact Trends
2007-2008	Service Learning (curriculum based)	5,605	Increase
	Volunteering (co-curricular)	144	Increase
	Special Projects (tutoring only)	59,350 *363,875	Increase
	Miscellaneous Projects	10,390	Increase
Total 2007-08		*75,489	
2008-2009	Service Learning (curriculum based)	Approx. 6,207	Increase
	Volunteering (co-curricular)	294	Increase
	Special Projects (tutoring only)	34,050 *268,875	Increase
	Miscellaneous Projects	14,140	Increase
Total 2008-09		*54,691	
2009-2010	Service Learning (curriculum based)	Approx. 6,696	Increase
	Volunteering (co-curricular)	Approx. 384	Increase
	Special Projects (tutoring only)	Approx. 25,800 *153,600	Decrease
	Miscellaneous Projects	17,365	Increase
Total 2009-10		*50,245	
2010-2011	Service Learning (curriculum based)	7,785	Increase
	Volunteering (co-curricular)	425	Increase
	Special Projects (tutoring only)	140,250	Decrease
	Miscellaneous Projects	17,289	Decrease
Total 2010-11		166,974	

* Actual GCC student contact to high school/middle school student contact was miscalculated. We recalculated with correct numbers for all previous years.

STAFFING	FTEF	Mgmt.	Classified	Hourly	Student Workers Hrs.
2007-2008	0	0	2.0	0	60
2008-2009	0	0	2.0	0	55
2009-2010	0	0	2.0	0	45
2010-2011	0	0	2.0	0	45

1.1. Describe how these trends have affected student achievement and/or student learning:

The program has seen a decline in the special projects due to the phasing out of a large grant (GEAR UP) that ended in June of 2011. In the final year of this program, many activities began to wind down and as a result fewer tutors were hired for the last year. Additionally, there were fewer tutors hired in the summer (of 2010) which impacted the decrease in the number of contacts.

1.2. Is there other relevant quantitative/qualitative information that affects the evaluation of your program?

No relative information connected to the staffing and contacts have impacted the program.

2.0. Student Service Learning and Program Outcomes

Please provide the following information for each SLO/SAO within this area (add rows as needed).

Program Service/ Function	SLO / SAO	Have program outcomes been assessed? Yes or No	Has the assessment data been analyzed? Yes or No	Has the data been used for program improvement?
All Programs	Students will indicate that they have improved communication skills as a result of participating in CSI activities.	Yes	Yes	Yes. Somewhat
All Programs	Students will indicate that they have gained a greater appreciation of diversity as a result of participating in CSI activities.	Yes	Yes	Yes
All Programs	Students will report an increase in understanding their role in the community and their contribution to society.	Yes	Yes	Yes
All Programs	Students will report an increase in problem-solving skills as a result of being involved in service learning activities.	Yes	Yes	Yes

2.1. Please comment on your answers above.

The first SLO relating to communication skills has shown that while students highly utilize and report improving their speaking and listening skills, the use and improvement for reading and writing skills improvement is much lower. To remedy this, we have changed the survey to address this and have implemented a short writing requirement for certain programs. If the writing requirement works in the programs that have incorporated it, we will expand it to all students.

While many students experience and learn from diversity, understand their contribution to the community, and improve problem solving skills, these are not reflected in the questionnaire that measure the SLOs

The responses to the other three SLOs were highly positive (in the 70-90% positive response rates). However, there is still more that can be done to improve those numbers. Our student orientation, which is given to 90% of students in our program, will more fully integrate the reflection component so that students will think about the specific SLO related issues which should improve responses further.

2.2. If available, please provide a *link** to any program assessment reports/timelines here. This link could be to your program/department website, eLumen, etc.

I am not certain if our program data is in the eLumen program.

2.3 Does the evidence from assessments show that students are achieving the desired outcomes?

Overall, yes. There are areas that can be improved (as mentioned in section 2.1), but most of our measurements show that students are "getting" the purpose of the program.

2.4 Briefly summarize any elements of your program/services that have been changed or will be changed as a result of assessments.

Since the program outcomes reflect learning connected to other Institutional SLOs, we will be working on adding new questions to measure whether service learning and volunteerism assists students with gaining workplace skills. This will be done in consultation with the students who work in our office as well as our service learning subcommittee. These new questions, related mostly to career skills, will be added for the 2011-2012 academic year survey which measures our SLOs.

2.5 Based on the program assessment timeline and/or evidence you have gathered, please comment briefly on how far along your department/program is in the assessment process.

2011-2012 will be our fourth year of completing the assessment cycle. We are preparing our final report for the last academic year now.

3.0. Reflection and Action Plans

3.1 What recent activities, dialogues, discussions, etc. have occurred to promote student service outcomes or improved program/division processes?

We have discussed SLOs and possible changes in our recent Service Learning Subcommittee meetings and sought input on how we can improve outcomes and how to best capture that data in our own program. This has also been discussed in Student Affairs staff meetings as well as CSI staff meeting with our student ambassadors.

3.2 Using the weaknesses, trends and assessment outcomes listed on the previous pages as a basis for your comments, please briefly describe your plans and/or modifications for program improvements.

Plans or Modifications	Anticipated Improvements
Discussion about adding new SLOs to measure workplace skills learned through participating in a volunteer or service learning activity.	Improved questions on our SLO questionnaire that is administered anonymously.

2011 PROGRAM REVIEW

Section 4 Resource Request

Center for Student Involvement <i>Replace Blinds & Carpet</i>	S:CSI-1
---	----------------

Type of Resource Request:

Facilities/Maint. Classroom Upgrades New space Conference/Travel
 Instructional Equip. Non-Instructional Equip Training Other
 Computer/Hdware Software/Licenses Supplies

Mandatory: Is this request for one-time funding? OR Does this request require ongoing funding?

If this is a repeat request, please list the Resource ID code or year requested: _____

Mark if the following apply to this request: Health & Safety Issue Legal Mandate
 Accreditation Requirement Contractual Requirement

4.1. Clearly describe the resource request.

Our carpet is over 15 years old and is the original carpet installed when the building first opened. It has many stains and looks extremely dirty and unprofessional. In addition, our blinds are mostly broken and cannot be opened/pulled up. These have also not been replaced since the building first opened.

Amount requested \$ Unknown

4.2. Justification and Rationale: What planning goal, core competency or student outcome does this request address? Use data from your report to support your request.

Other than the facilities Master Plan, I'm not sure how this connects to any of the planning goals, core competencies, or student outcome data.

4.3. What measurable outcome will result from filling this resource request?

We will have a more professional looking office. This is basic office maintenance that is needed to function so I'm not sure there is a core competency, planning goal, or student outcome associated with such needs.

APPROVALS

AGENCY	DECISION						
The Program Review Committee has reviewed the data, outcomes and plans in the report and finds this request to be:	Well supported						
	Adequately supported						X
	Not supported						
	Reason:	Sect.1: Data		Sect.2: SLOs		Sect.3: Plans	Other:
Standing Committee Review of Resource Request Committee: Student Affairs					Prioritization Score		

2011 PROGRAM REVIEW

Section 4 Resource Request

Center for Student Involvement Two (Network) Computers	S:CSI-2
---	----------------

Type of Resource Request:

- Facilities/Maint. Classroom Upgrades New space Conference/Travel
 Instructional Equip. Non-Instructional Equip Training Other
 Computer/Hardware Software/Licenses Supplies

Mandatory: Is this request for one-time funding? OR Does this request require ongoing funding?

If this is a repeat request, please list the Resource ID code or year requested: _____

Mark if the following apply to this request: Health & Safety Issue Legal Mandate
 Accreditation Requirement Contractual Requirement

4.1. Clearly describe the resource request.

We recently obtained one new computer from the ASGCC Campus Project Support grant. This has been extremely useful in that the student records and archived kept for our program since it's inception (17 years ago) are now all stored on this computer. However, there are two additional office computers which are at least 7 years old. In order to be compatible (have networking capabilities), we must update all computers to the same operating system. We do not have a fund for this through our program (and never have). Any computers we have obtained have been used or have been funded through the generosity of ASGCC. This request is for two computers to be able to network with the one new one we have obtained. The files on the other two computers are in danger of being wiped out if something were to happen to the two older computers.

Amount requested \$ 3,600 (estimate-based on purchase price of one new computer through ASGCC.)

4.2. Justification and Rationale: What planning goal, core competency or student outcome does this request address? Use data from your report to support your request.

This is basic office equipment that is needed to function so I'm not sure there is a core competency, planning goal, or student outcome associated with such needs.

4.3. What measurable outcome will result from filling this resource request?

Improved office efficiency and capability to backup files properly.

APPROVALS

AGENCY	DECISION					
The Program Review Committee has reviewed the data, outcomes and plans in the report and finds this request to be:	Well supported					X
	Adequately supported					
	Not supported					
	Reason:	Sect.1: Data	Sect.2: SLOs	Sect.3: Plans	Other:	
Standing Committee Review of Resource Request Committee: Campus Computer Coordinating Committee						Prioritization Score

2011 PROGRAM REVIEW

Section 4 Resource Request

Center for Student Involvement Reinstate FTE Staff Position	S:CSI-3
--	----------------

Type of Resource Request:

- | | | | |
|---|--|------------------------------------|--|
| <input type="checkbox"/> Facilities/Maint. | <input type="checkbox"/> Classroom Upgrades | <input type="checkbox"/> New space | <input type="checkbox"/> Conference/Travel |
| <input type="checkbox"/> Instructional Equip. | <input type="checkbox"/> Non-Instructional Equip | <input type="checkbox"/> Training | <input checked="" type="checkbox"/> Other |
| <input type="checkbox"/> Computer/Hdware | <input type="checkbox"/> Software/Licenses | <input type="checkbox"/> Supplies | |

Mandatory: Is this request for one-time funding? OR Does this request require ongoing funding?

If this is a repeat request, please list the Resource ID code or year requested: _____

Mark if the following apply to this request: Health & Safety Issue Legal Mandate
 Accreditation Requirement Contractual Requirement

4.1. Clearly describe the resource request.

As of July 1, 2011, the Center for Student Involvement staff was reduced by .50 FTE staff person. This was due to the ending of a grant (GEAR UP) that provided funding for .50 of the annual salary for the position. In order to maintain a full-time assignment, the staff member picked up an additional .50 assignment in another office. We need to regain funding to bring this position back to a 1.0 FTE staff assignment to enable the program continue with quality and offerings for students.

Amount requested \$ 32,695 for .50 Student Services Technician (approximately – according to 2011-2012 Final Budget)

4.2. Justification and Rationale: What planning goal, core competency or student outcome does this request address? Use data from your report to support your request.

We have already had to cancel several of our regular activities which were coordinated by this individual who is now .50 in our office. Additionally, the two new programs we started since the last program review were initiated under the assumption that we would have the same amount of staffing. As this relates to the overall quality of the program, it is linked inevitably with all of our SLOs, our mission statement, and student outcomes.

4.3. What measurable outcome will result from filling this resource request?

We will be able to go back to previous amount of programming and maintain quality of the program without compromising the activities that we do.

APPROVALS

AGENCY	DECISION						
The Program Review Committee has reviewed the data, outcomes and plans in the report and finds this request to be: <p style="text-align: center;">NA</p>	Well supported						
	Adequately supported						
	Not supported						
	Reason:	Sect.1: Data		Sect.2: SLOs		Sect.3: Plans	
Standing Committee Review of Resource Request Committee: CABINET					Prioritization Score		

2011 PROGRAM REVIEW

CENTER for STUDENT INVOLVEMENT <i>New Copier</i>	S:CSI-4
--	----------------

Section 4 Resource Request

Type of Resource Request:

- Facilities/Maint. Classroom Upgrades New space Conference/Travel
 Instructional Equip. Non-Instructional Equip Training Other
 Computer/Hdware Software/Licenses Supplies

Mandatory: Is this request for one-time funding? OR Does this request require ongoing funding?

If this is a repeat request, please list the Resource ID code or year requested: _____

Mark if the following apply to this request: Health & Safety Issue Legal Mandate
 Accreditation Requirement Contractual Requirement

4.1. Clearly describe the resource request.

We need a new copier as the old one no longer works properly and does not have a maintenance contract. Due to the high volume of student contacts, the copier is used heavily. The current one is 10 years old and makes lines through copies. Students often request copies of their documents, forms, and letters. We cannot do this due to the fact that it does not come out clear. In addition, many programs require TB testing (all tutoring programs and the STAR program) so we must keep a copy of TB test results on file.

Amount requested \$ 3,000 (estimate)

4.2. Justification and Rationale: What planning goal, core competency or student outcome does this request address? Use data from your report to support your request.

Again, this is basic office equipment that is needed to function so I'm not sure there is a core competency, planning goal, or student outcome associated with such needs.

4.3. What measurable outcome will result from filling this resource request?

Having a copier allows us to serve students better by providing them what they need. We also need to maintain a copy of TB test results on file. This adds up to hundreds/thousands of copies per year.

APPROVALS

AGENCY	DECISION						
The Program Review Committee has reviewed the data, outcomes and plans in the report and finds this request to be:	Well supported						X
	Adequately supported						
	Not supported						
	Reason:	Sect.1: Data	Sect.2: SLOs	Sect.3: Plans	Other:		
Standing Committee Review of Resource Request Committee: Student Affairs						Prioritization Score	

2011 PROGRAM REVIEW

CENTER FOR STUDENT INVOLVEMENT <i>Faculty Coordinator (RTEP)</i>	S:CSI-5
--	----------------

Section 4 Resource Request

Type of Resource Request:

- | | | | |
|---|--|------------------------------------|--|
| <input type="checkbox"/> Facilities/Maint. | <input type="checkbox"/> Classroom Upgrades | <input type="checkbox"/> New space | <input type="checkbox"/> Conference/Travel |
| <input type="checkbox"/> Instructional Equip. | <input type="checkbox"/> Non-Instructional Equip | <input type="checkbox"/> Training | <input checked="" type="checkbox"/> Other |
| <input type="checkbox"/> Computer/Hdware | <input type="checkbox"/> Software/Licenses | <input type="checkbox"/> Supplies | |

Mandatory: Is this request for one-time funding? OR Does this request require ongoing funding?

If this is a repeat request, please list the Resource ID code or year requested: 2010

Mark if the following apply to this request: Health & Safety Issue Legal Mandate
 Accreditation Requirement Contractual Requirement

4.1. Clearly describe the resource request.

The Center for Student Involvement had a Faculty Coordinator position which recruited faculty and trained them to incorporate service learning into their courses. This position was eliminated in the 2003/2004 budget cuts and never restored.

Amount requested \$ 9,000 (or smaller stipend of \$2,500 each semester)

4.2. Justification and Rationale: What planning goal, core competency or student outcome does this request address? Use data from your report to support your request.

This is clearly connected to our SLOs (all of them) as the coordinator would be in charge of this for the Center. It is also connected to goals 1.2 and 4.2.1 in the Educational Master Plan.

4.3. What measurable outcome will result from filling this resource request?

The position will help increase faculty involvement, to improve quality of the program, and increase and improve participation in evaluation among faculty and help with SLO development and implementation.

APPROVALS

AGENCY	DECISION					
The Program Review Committee has reviewed the data, outcomes and plans in the report and finds this request to be: <div style="text-align: right;">NA</div>	Well supported					
	Adequately supported					
	Not supported					
	Reason:	Sect.1: Data		Sect.2: SLOs		Sect.3: Plans
Standing Committee Review of Resource Request Committee: RTEP					Prioritization Score	

CSI Student Contacts Breakdown

Service Learning (curriculum based)

Type of Contact	2010-2011	Description	2009-2010	Description
Service Learning Contacts	4,345 3,950 plus 10% estimate walk in questions	completed applications, placement forms, and sign in/out forms.	3,776 3,433 plus 10% walk in questions (+343)	completed applications, placement forms, and sign in/out forms.
Classroom Presentations	3,440	Approx. 86 class presentations for average class size of 40	2,920	Approx. 73 class presentations for average class size of 40
Total Contacts	7,785		6,696	

Special Projects (tutoring only)

Type of Contact	2010-2011	Description	2009-2010	Description
GEAR UP/AVID Program	*140,250	*5,610 hours of tutoring with 25 student contacts per hour/period	*153,600 HS/MS students	*6,144 hours of tutoring with 25 student contacts per hour/period
GEAR UP/AVID Program	1,225	Individual walk in, turning in timesheets, group meetings with students, testing/results, TB test/results, referrals from Job Placement	1,500 GCC student contacts	Individual walk in, turning in timesheets, group meetings with students, testing/results, TB test/results, referrals from Job Placement
Total Contacts	141,475		155,100	

Volunteering (co-curricular)

Type of Contact	2010-2011	Description	2009-2010	Description
Volunteering (co-curricular)	425 387 plus 10% estimate walk in questions	Total number of applications, placement forms, sign in/out forms turned in	384 349 plus 10% walk in questions (+35)	Total number of applications, placement forms, sign in/out forms turned in
Total Contacts	425		384	

Miscellaneous Projects

Type of Contact	2010-2011	Description	2009-2010	Description
Volunteer Faire	1,455	students stopping by, signed up, asked questions, etc., contacts with agencies to participate, confirmation,	1,360	students stopping by, signed up, asked questions, etc., contacts with agencies to participate, confirmation,
President's Volunteer Service Award	186	Approximately 62 applications, questions answered, and emails returned	240	Approximately 80 applications, questions answered, and emails returned

Email	266	Responded to approximately 225 questions by email	225	Responded to approximately 225 questions by email
Phone Call	541	approximately 220 phone call inquiries answered	600	approximately 220 phone call inquiries answered
Students Talk About Race	12,960	54 classrooms at local ms/hs, 30 students per class, X 8 weeks	13,440	56 classrooms at local ms/hs, 30 students per class, X 8 weeks
9/11 Day of Service and Remembrance	529	Fundraiser, individual donations, faculty, staff and students, and presentation	395	Fundraiser, individual donations, faculty, staff and students, and presentation
Graduation Pledge of Social & Env. Resp.	272	Passing out pledge cards and ribbons at graduation and staffing table with information	305	Passing out pledge cards and ribbons at graduation and staffing table with information
Agency Database Update	1,080	Contacting each of the 180 agencies to update their information by phone	800	Contacting each of the 180 agencies to update their information by phone
Total Contacts	17,289		17,365	
All Contacts	166,974		179,545	

** Actual GCC student contact to high school/middle school student contact was miscalculated. We recalculated with correct numbers for all previous years.*