

2020 Annual Program Review

Program Name: Office of Student Life

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I. PROGRAM DESCRIPTION: In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

Note: If no changes have occurred, feel free to copy and paste from your last review. If it exists, feel free to copy the brief description of your program from the college catalog: <http://www.smc.edu/CollegeCatalog/Pages/default.aspx>

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Vision: The office of Student Life is committed to creating ethical, engaged, inspired, and effective global citizens by supporting the development of the whole student academically, personally, civically, professionally, and socially.

Mission: Driven by a commitment to equity and access to all avenues of higher learning, the mission of the Office of Student Life supports the development of the whole student by providing leadership opportunities, training, meaningful social interactions, and community involvement opportunities that foster academic excellence, and develop servant leadership ideologies, communication skills, an ethic of social justice, and a global citizenship mindset.

Goals:

1. To provide various leadership opportunities to meet the empowerment needs of our diverse student population
2. To provide the tools and processes for developing and establishing student clubs to meet the interests of all student groups
3. To provide student inspired speakers, activities, and events that support a myriad of academic programs and institutional goals and initiatives.
4. To provide civic engagement opportunities
5. To provide communication skills and leadership training
6. To provide counseling services to support all students involved in the Office of Student Life

Student Learning Outcomes

Students who serve as A.S. Directors, Commissioners, Club Officers and members, and committee representatives will:

1. Exhibit critical leadership and communication skills (Problem solving, decision making, conflict management, collaboration, project planning and implementation, and public speaking.

Students participating in any program, service, or activity offered through the Office of Student Life will:

2. Exhibit an ability to identify and access necessary programs, opportunities, and services they may need to support their complete development as a student and global citizen.
3. Demonstrate an awareness of their impact on the earth and how to exercise sustainable practices.

II. PROGRESS SINCE LAST REVIEW (LAST YEAR'S OBJECTIVES)

Identify the original objectives from your last review, as well as any objectives that emerged during the year (if applicable). For each objective, determine status and explanation for status.

No Objectives were submitted in the previous Annual Program Review. However, the following we have been working towards the following Objectives:

Objective	Status (Check one)	Status Explanation
Fully develop a Civic Engagement program that includes on-going voter registration, voter education events, and civic education activities.	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	Need to re-vamp outreach given our remote modality and the upcoming Presidential election.
Transition from paper to Electronic processes	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	Need to transition commissioner and committee representative applications to online forms. Additionally, we need to transition club registrations to automated (Smartsheets) form.
Provide accurate oversight in all meetings, activities, and programs.	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	We continue to explore ways in which to provide appropriate administrative oversight in all meetings, activities, and programs.
Click or tap here to enter text.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	Click or tap here to enter text.
Click or tap here to enter text.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	Click or tap here to enter text.

III. ACHIEVEMENTS

(Optional) List any notable achievements your program accomplished in the last year.

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-Implemented electronic submission and processing of proposals (Smartsheets), which resulted in proposals not being lost or misplaced, all directors have access to proposals at the same time. The following features are now available: Attachments are all available any time to anyone with access to the database; Electronic copies can be sent; Available 24/7.

-9 A.S. Directors graduating with an associates degree.

-11 A.S. Directors transferring to a 4 year institution.

-Moved AS campaigning and elections completely online in light of COVID-19.

-Maintained student life activities on online platforms through our remote environment.

-Secured continuous funding for food security programs.

-AS Directors (Advocacy and Sustainability) passed a resolution at the Student Senate for California Community Colleges encouraging sustainable practices across all California Community Colleges

-Continued Sustainability efforts by purchasing compost bins and re-usable utensils.

-Implemented "Planning Ahead" meetings with Student Life staff which helped foresee possible barriers, ensure smoother implementation of initiatives, and reduce stress in the office.

-Implemented an arrangement with Health Department regarding Health Permits, which allowed us to maximize the amount of permits we could receive per semester (Developed a better relationship with the County Health Department allowing for more events with food).

-Organized the first successful annual First Gen Day at the Office of Student Life.

-Supported Items that were approved during pandemic to increase student support while going remote: Meal Project, Care packages, Graduation packages, VIP Welcome Day.

IV. CURRENT PLANNING AND RESOURCE NEEDS

Part 1: Narrative

Broadly discuss issues or needs impacting program effectiveness for which institutional support or resources will be needed for the next academic/fiscal year.

-More administrator level support is needed in the Office of Student Life to assist with the advising and supervising of students and student activities. Thee additional burden for administrative duties has fallen to the Counselors, leaving them less available to provide counseling services. An Assistant Director would serve this need well.

-Having a procurement card would help our processes. A.S. spends thousands of dollars on events and supplies every year. At times, the A.S. Advisors or the Directors pay for these purchases and are reimbursed. Having a procurement card would eliminate the need for individuals to have to pay for items out of pocket. This card could reside in Auxiliary services or within the Office of Student Life.

-We would like to explore the ability to have Costco as an approved vendor and even acquire a card for ease of purchasing large amounts at once.

-Paper processes continue to be inefficient. We would be supportive of an institutional change to electronic approvals and signatures for leaves, time sheets, budget items, etc.



Part 2: List of Resources Needed

Itemize the specific resources you will need to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives for next year.

While this information will be reviewed and considered in institutional planning, the information does not supplant the need to request support or resources through established channels and processes.

Resource Category	Resource Description/Item	Rationale for Resource Need (Including Link to Objective)
Human Resources	Assistant Director, Student Life	The Office of Student Life oversees a high number of responsibilities, programs, services, and volume of students and student leaders. Having only one administrator and one nearly full-time counselor as the primary and often only advisors available, the risk of problems, violations, mistakes, and controversies is extremely high. Currently, the primary

administrator/advisor for the office is the Associate Dean who is responsible for all aspects of the operation.

We have over 100 student leaders (directors, commissioners, club officers, committee representatives, and student workers) accessing services daily through this office each semester and hundreds of other students coming through the door every day. As a result, the Counselors have become "assistant administrators" in order to ensure the smooth flow of work and support for all our students.

This concern has manifested multiple times, every other week, throughout the years. For example, multiple, simultaneous events occurred needing multiple advisors. There have been times when both the Associate Dean and the full time Counselor were out at the same time with illness and/or emergencies, leaving the operation in the hands of the Administrative Assistants and a few hours of a part-time counselor. Additionally, there have been several occasions when both Administrative Assistants have been out simultaneously leaving only the counselor and Associate Dean to carry out the responsibilities of the front office. This caused them to miss important campus meetings, student appointments, and other critical responsibilities.

Currently, the full time Counselor has taken on most of the responsibility for the ICC and the club work. However, this limits his availability of supporting our student leaders through counseling, workshops, and other support services. Similarly, each of the two part time counselors give a large portion of their limited time in the office to matters unrelated to counseling to support the overall operation. This is absolutely appreciated and needed. However, it is not an appropriate use of their counseling hours. Whenever the Associate Dean is unable to be in the office, there is no one who is fully qualified to step in to advise.

Going forward, the Office of Student Life would be better served, for example, with one truly full-time counselor and two part time counselors to meet the counseling demand and an Assistant Director to help manage the

		administrative advisor responsibilities, such as advising the ICC.
Facilities (<i>info inputted here will be given to DPAC Facilitates Comm.</i>)	N/A	Click or tap here to enter text.
Equipment, Technology, Supplies (<i>tech inputted here will be given to Technology Planning Committee</i>)	N/A	Click or tap here to enter text.
Professional Development	Computer essentials in a remote environment.	Given our current environment and the wide use of Chromebooks, sessions focused on the following topics could be beneficial to some staff: <ul style="list-style-type: none"> • Using Microsoft Teams • Adding attachments • Providing electronic signatures • Editing pdf documents • Using camera and microphone • Using Jabber

V. CHALLENGES RELATED TO SPRING 2020 COVID-19 CRISIS AND RESPONSE:

List significant challenges your program faced in Spring 2020 due to COVID-19. Please also Include your responses and solutions to this crisis.

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Overall, the Office of Student Life transitioned well into this remote environment.

We had a large amount of weekly remote meetings, some with more than 80 attendees. At times, it was challenging to engage in a remote environment while abiding by the Brown Act and following Robert’s Rules of Order. We were able to carry out productive meetings with the input of campus counsel. The following meetings took place in a remote environment:

- 13 A.S. Board of Directors meetings
- 11 Finance Committee meetings
- 4 Inter-Club Council meetings
- 1 Elections Committee meeting

A.S. Campaigning and Elections. We communicated revised expectations to candidates around virtual campaigning. Luckily, the elections component was already set up to take place electronically, over the internet.

Remote Activities. Many of the scheduled activities for Spring 2020 were cancelled. Others were re-branded and re-produced under our virtual environment. We had to focus primarily on social media advertisements.

Technology and Ergonomic Needs. We experienced a lack of adequate technology to withstand necessary bandwidth and amount of time to do our jobs remotely. While greatly appreciated, the provided Chromebooks proved to be inefficient for the staff to be able to do the amount and type of work that they needed. Unfortunately, the Chromebooks do not function the same way a desktop works (small screen, small keyboard, different desktop view) and the staff regularly expressed that they wish they would have received training on this new device. We were appreciative of the ability to forward our office lines to a Cell phone using Jabber, receiving remote access to our computer using Citrix, and the creation of a new office email to field inquiries. IT was extremely responsive and helpful in assisting our

staff with their needs and questions as best as they could.

Unfortunately, our homes were not set up ergonomically for us to carry out our job responsibilities.

Student leaders (AS Directors) experienced challenges in participating in/attending remote meetings due to inadequate technology or unstable internet access. This caused some student leaders to not be able to participate in entire meetings or parts of some meetings. Three of our student leaders went back to their home countries (South Korea and Hong Kong). Given the time difference, it was a challenge for them to join our meetings at times. We did our best to ensure that we had quorum and that we were as efficient as possible with the allotted time.

VI. THE NEXT SECTION IS FOR CTE PROGRAMS ONLY

PARTNERSHIPS:

Part 1: Industry advisory meeting dates and attendance for 2019-2020.

Date of Meeting	# of SMC Attendees	# of Non-SMC Attendees
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
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Part 2: Employer partnerships/collaborations for 2019-2020. Identify the most salient partnerships or collaborations.

Employer Name	Type of partnership or Collaboration <ul style="list-style-type: none"> • Advisory attendance • Internship site • Donations • Job placement • Other 	Optional: Additional information about partnership or collaboration
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CONGRATULATIONS – that’s it! Please save your document with your program’s name and forward it to your area Vice President for review.

The following section will be completed by your program’s area VP

Vice Presidents:

First, please let us know who you are by checking your name:

- Christopher Bonvenuto, Vice President, Business and Administration
- Don Girard, Senior Director, Government Relations & Institutional Communications
- Sherri Lee-Lewis, Vice President, Human Resources
- Jennifer Merlic, Vice President, Academic Affairs

Teresita Rodriguez, Vice President, Enrollment Development

Michael Tuitasi, Vice President, Student Affairs

Next, please check this box to indicate that you have reviewed the program's annual report Provide any feedback and comments for the program here:

Click or tap here to enter text; the box will expand when you enter text.

Finally, please **save the document** and email it to both Stephanie Amerian (amerian_stephanie@smc.edu) and Erica LeBlanc (leblanc_eric@smc.edu). If you have any questions, please contact us!

Thank you for your input!