

# 1. Assessment Plan - Four Column



## PIE - Student Services: Student Life Unit

### Where We Are: Analysis and Summary

**2017-18**

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**Program Planning Dialog:** NOTES: What planning have we done? What external conditions have we experienced that have impacted our areas? Internal conditions - what internal decisions have we made inside our department, Division, College? Buildings, space, staffing, etc. What critical decisions have we made as a team? What amazing work have we done. Talk about the notable achievements that we have accomplished throughout the year?

**External Conditions, Trends, or Impacts (Student Services):** Rise in student behavior and wellness reports. Rise in occurrences of homeless student population.

**Internal Conditions, Trends, or Impacts (Student Services):** 1. Staff transitions:

- a) New Dean, Student Services
- b) Student Activities Coordinator first year integration
- c) Vacancy, temporary hire, permanent recruitment, and hiring of Student Center Specialist
- d) Director work related injury and FMLA

2. Technology Assessment and Integration:

- a) Maxient implementation
- b) Club Recognition Database
- c) Students of Distinction scholarship program

3. Basic Needs & Resources:

- a) Students referrals
- b) Home and Food Insecurities

**Critical Decisions Made by Unit:** 1. Interim placements of substitute in Student Center Specialist.

2. Recruitment of Student Center Specialists.

3. Student Conduct Board Hearings change of Chair from Dean to Director.

4. Launch of online Student Misconduct Report submissions.

5. Change of designation for Inter Club Council Advisor duty.

6. Processes for 25Live campus event approvals

**Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement:** 1. Reorganization of Associated Students Officer Training curriculum.

2. Associated Students provided over \$40k of Conference and Travel funding to support student achievement and professional development.

3. Student Life staff provided 78 educational workshops to the campus community to enhance academic excellence and student achievement. The topic areas included character development, leadership, cultural diversity and identity, standards of conduct, ethics, Title IX, and student organization development.

**Notable Achievements for Theme B: To Support Student Access and Success:** 1. Student Life served on twelve (12) campus wide committees to support student access and success addressing housing and food insecurities, behavior and wellness, Title IX and VAWA, minority male and mentoring initiatives and, educational and facilities planning and commencement.

2. Provided 96 hours of Associated Students public meetings, 225 hours of Associated Student Officer Advising hours, 208 Student Conduct Advising hours.

3. Completed the transition of facilities reservation request approvals for student organizations and Student Life facilities to online process.

**Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources:** 1. Successfully integrated automated technology systems for phase 2 of the Students of Distinction program, assessment of Leadership Education and Development Program (LEAD), Student Conduct management software, and online club recognition.

2. Secured financial resources to upgrade computer and copier office equipment.

3. Successful recruitment, hiring, and training of new full-time permanent Student Center Specialist.

4. Worked with Facilities to acquire financial resources to complete renovations to ensure safe work environments (student conduct door window, carpet installation, door locking systems, ergonomic desk station, and ergonomic chairs).

**Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration:** 1. Developed strong partnership with Information Technology to enhance scholarship, student conduct, leadership development, student engagement programs such as Club recognition and AS Elections.

2. Participated in cross-department collaboration with High School Outreach and Vice President, Student Services Offices to implement New Student Welcome and Information Stations.

3. Nurtured partnership with Police & Campus Safety to provide reciprocal support across departments: background checks, student conduct matters, and free speech protocols.

4. Enhanced campus advocacy efforts through collaboration with Political Science department and Associated students resulting in successful implementation of Constitution Day, Advocacy for Candidate Forum day, and voter registration drives.

5. Collaborated with Student Health on compilation of 2018 Biennial Review of Drug-Free Environment and Drug Prevention Program.

6. Enhanced partnership with Career Center & Transfer Center to cultivate students workers experience in the SSEED program.

7. Continued partnership with Human Resources to solidify and strategically plan integrated/collaborative approach to Title IX reporting, investigation, resource sharing, support, and improvements to policies and practices.

8. Successfully implemented 15 campus wide student engagement activities each semester through Associated Students
  9. Partnered with external community non-profit, American Red Cross, to facilitate monthly blood donation drives collecting over 1,100 pints of blood, saving 3,300 lives, and winning the Regional Out for Blood competition drive.
  10. Assisted Dean, Student Services develop strategic plan to implement ongoing services for housing and basic food needs support for students at large. Pilot implementation of CalFresh registration and mobile food pantry, involved several Student Life staff for implementation.
- Contributors to the Report:** Julia Walker, Student Center Specialist, Student Life  
 Barbara Carrillo, Student Services Specialist II, Student Services  
 Donna Balducci-Lopez, Administrative Specialist III, Student Life  
 Giovanni Rodriguez, Student Activities Coordinator, Student Life  
 Leslie Hennings, Administrative Specialist III, Student Life  
 Isaac Rodriguez Lupercio, Judicial Affairs Officer manager, Student Life  
 Andi Fejeran Sims, Director, Student Life

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p><b>Technology Improvements - Increase Student Engagement</b> - Work with IT to develop use of APEX software modules to increase LEAD participation and completion through marketing and technology, build internal club recognition database to comply with FERPA and facilitate support services to students members and faculty/staff advisors, complete next phase of Students of Distinction software program. Utilize existing software to automate Grievance process. Improve and maintain database infrastructures to support student success in related programs.</p> <p><b>Status:</b> Active  <b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19  <b>Goal Entered:</b> 09/01/2016</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>No Funding Requested</b> - IT Personnel  <b>Describe Plans &amp; Activities Supported:</b> LEAD Argos Reporting Assessment  <b>Lead:</b> Donna Balducci-Lopez and Andi Fejeran Sims</p>	<p><b>Reporting Year:</b> 2017-18  <b>% Completed:</b> 75</p> <p>The collaboration with IT has provided the opportunity to achieve 3/4 of completion of both Club Recognition and Students of Distinction projects.</p> <p>We are in phase 2 of club database implementation allowing for the integration of deactivation and re-recognition interfacing with banner to verify student eligibility. Phase 2 has also included the development of ARGOS reporting.</p> <p>Student Distinction we are in production for phase 2 that has automated the verification of eligibility, online submission of nominator letters, ability to upload student essays, and the online evaluation process for reviewers. (03/22/2018)</p> <hr/> <p><b>Reporting Year:</b> 2017-18  <b>% Completed:</b> 50</p> <p>There has been no change in the status of the L.E.A.D. Argos reporting assessment due to department priority and focus on Students of Distinction automation and online Club Recognition. (03/22/2018)</p>

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**Type of Request:** IT Support  
**Planning Unit Priority:** High  
**What would success look like and how would you measure it?:**

Electronic data from LEAD program.

**Documentation Attached?:** No

**No Funding Requested - IT Personnel**

**Describe Plans & Activities**

**Supported:** Development of Club Recognition Online Database

**Lead:** Julia Walker and Andi Fejeran Sims

**One-Time Funding Requested (if applicable):** 0

**On-Going Funding Requested (if applicable):** 0

**Type of Request:** IT Support

**Planning Unit Priority:** High

**What would success look like and how would you measure it?:** Phase 2

integration for automated email notifications.

**Documentation Attached?:** No

**No Funding Requested - IT Personnel**

**Describe Plans & Activities**

**Supported:** Online program implementation of Students of Distinction Scholarship Program

**Lead:** Donna Balducci-Lopez and Andi Fejeran Sims

**One-Time Funding Requested (if applicable):** 0

**On-Going Funding Requested (if applicable):** 0

**Type of Request:** IT Support

**Planning Unit Priority:** High

**What would success look like and how would you measure it?:** Online

**Reporting Year:** 2017-18

**% Completed:** 75

The Club Recognition Online Database was successfully launched during fall 2017. Phase 2 includes Winter deactivation, spring reactivation, and ARGOS report development. (03/22/2018)

**Reporting Year:** 2016-17

: n/a (08/21/2017)

**% Completed:** 25

Successful project development and demo of Phase 1. Developed notations for needed improvements of Phase 2. (08/21/2017)

**Reporting Year:** 2016-17

: n/a (08/21/2017)

**% Completed:** 75

(Completion of Phase 1 and deployment of Phase 2. 16-17)

Students of Distinction Phase 2 deployment is complete. The challenge has been step-by-step production as the timelines of the SoD program moves along versus full production of all steps at the start of this scholarship year.

Planning of Phase 3 needs has begun. Progress would require completion of mapping phase 3 improvement needs. (08/21/2017)

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	<p>review of scholarship applications for committee and ability to send message notifications from the software system.</p> <p><b>Documentation Attached?:</b> No</p> <p><b>No Funding Requested</b> - Maxient template and workflow creation</p> <p><b>Describe Plans &amp; Activities Supported:</b> Implement campus grievance process to online reporting and routing mechanism through use of Maxient software program.</p> <p><b>Lead:</b> Andi Fejeran Sims and Donna Balducci Lopez</p> <p><b>Type of Request:</b> IT Support</p> <p><b>Planning Unit Priority:</b> High</p> <p><b>What would success look like and how would you measure it?:</b> Online reporting of student grievances.</p>	<p><b>Reporting Year:</b> 2017-18</p> <p><b>% Completed:</b> 75</p> <p>Maxient has been implemented. Continuous improvements are needed to reach full use. (07/14/2018)</p>
<p><b>Staffing &amp; Professional Development</b></p> <p><b>Enhance Student Retention &amp; Success</b> - Ensure quality trained staff is in place to provide optimal services to the campus community.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19</p> <p><b>Goal Entered:</b> 09/01/2016</p>	<p><b>Full Funding Requested</b> - Administrative Support Staff</p> <p><b>Describe Plans &amp; Activities Supported:</b> On-going general funds of \$50,000</p> <p><b>Lead:</b> Andi Fejeran Sims</p> <p><b>On-Going Funding Requested (if applicable):</b> 50000</p> <p><b>Type of Request:</b> Staffing</p> <p><b>Planning Unit Priority:</b> High</p> <p><b>What would success look like and how would you measure it?:</b> Successful resource acquisition and full-recruitment of two part-time administrative positions to support front office operations in the Student Life Office and Student Life Center.</p> <p><b>Documentation Attached?:</b> No</p> <p><b>Full Funding Requested</b> - Move</p>	<p><b>Reporting Year:</b> 2017-18</p> <p><b>% Completed:</b> 0</p> <p>Continuous request of staffing support is reported on annual New Resource Allocation request for the division. (07/14/2018)</p> <p><b>Reporting Year:</b> 2017-18</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
	<p>Administrative Specialist III salary line from Associated Students (Leslie Hennings) to the General Fund allocation to cover ongoing salary and benefits .</p> <p><b>Describe Plans &amp; Activities</b></p> <p><b>Supported:</b> General funds ongoing estimate of \$90,000</p> <p><b>Lead:</b> Andi Fejeran Sims</p> <p><b>On-Going Funding Requested (if applicable):</b> 90000</p> <p><b>Type of Request:</b> Staffing</p> <p><b>Planning Unit Priority:</b> High</p> <p><b>What would success look like and how would you measure it?:</b></p> <p>Acquisition of funds to move salary to general fund.</p> <p><b>Documentation Attached?:</b> No</p> <p><b>Full Funding Requested -</b></p> <p>Coordinator, Project Program (Basic Needs Services)</p> <p><b>Describe Plans &amp; Activities</b></p> <p><b>Supported:</b> On-going general funds of \$90,000 for permanent full-time salary and benefits for a Coordinator of Basic Needs Services, a new position request to respond to the growing needs of students with basic needs insecurities. Working collaboratively with on and off-campus partners, the coordinator provides wrap-around resources and referrals to students with food, housing, and other insecurities.</p> <p><b>Lead:</b> Koji Uesugi and Andi Fejeran Sims</p> <p><b>On-Going Funding Requested (if applicable):</b> 90000</p> <p><b>Type of Request:</b> Staffing</p> <p><b>Planning Unit Priority:</b> High</p>	<p><b>% Completed:</b> 0</p> <p>This salary remains with Associated Students and has been resubmitted to annual New Resource Allocation funding request. (07/14/2018)</p>

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**What would success look like and how would you measure it?:**

Successful hire of individual to serve as case manager and program implementer.

**Full Funding Requested -**

Coordinator, Project/Program (New Student Center)

**Describe Plans & Activities**

**Supported:** On-going general funds of \$90,000 to fund permanent full-time position to provide coordination of programs and services of the new Student Center anticipated 2022.

**Lead:** Andi Fejeran Sims

**On-Going Funding Requested (if applicable):** 90000

**Type of Request:** Staffing

**Planning Unit Priority:** Medium

**What would success look like and how would you measure it?:**

Successful hire.

**Full Funding Requested -**

Conference & Travel Funding for Student Life

**Describe Plans & Activities**

**Supported:** Provide professional development training aligned with program areas. The Student Life Office staff (7) needs continuous annual training to effectively perform job duties while staying abreast of current trends and laws. Specific certification is request for California Community College Student Affairs (CCCSAA), MaxFest for Maxient software program, Association of Student Conduct Administrators (ASCA) and additional

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state training for 1st Amendment, Title IX and VAWA compliance.  
**Lead:** Andi Fejeran Sims  
**One-Time Funding Requested (if applicable):** 14000  
**Type of Request:** Professional Development  
**Planning Unit Priority:** High  
**What would success look like and how would you measure it?:** \$2000 assigned to each of the 7 staff members to ensure annual attendance at critical training.

<p><b>Improvement of Leadership Environment</b> - Renovation and remodel of Student Life and Student Center Offices to provide appropriate services, advisement, and oversight of related programs.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19  <b>Goal Entered:</b> 09/01/2016</p>	<p><b>Full Funding Requested</b> - Remodel Student Life &amp; Student Center Office Spaces  <b>Describe Plans &amp; Activities Supported:</b> The current Student Center specialist office location has DIRT walls that block supervision view and access from the student life center. A remodel of this office space with DIRT walls that provide more viewing access, would increase supervision ability and ensure the center is running properly.  <b>Lead:</b> Andi Fejeran Sims  <b>One-Time Funding Requested (if applicable):</b> 35000  <b>Type of Request:</b> Facilities  <b>Planning Unit Priority:</b> High  <b>What would success look like and how would you measure it?:</b> Completion of new office wall unit in Student Life Center to improve office services and oversight of Center.  <b>Full Funding Requested</b> - 3 (three) Office Desk Chairs  <b>Describe Plans &amp; Activities</b></p>	<p><b>Reporting Year:</b> 2017-18  <b>% Completed:</b> 0            No progress (07/14/2018)</p>
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**Supported:** Current Dean Student Services, Judicial Affairs Officer, and Student Center Specialist are utilizing desk chairs that are not ergonomic and not made to be used at workstations. Additionally, the chairs are being borrowed from a conference room in building 9C. Purchase of new chairs would provide an ergonomic work environment and allow for the return of equipment back to the meeting room location.

**Lead:** Isaac A. Rodriguez Lupericio

**One-Time Funding Requested (if applicable):** 3000

**Type of Request:** Non-Instructional Equipment

**Planning Unit Priority:** High

**What would success look like and how would you measure it?:** By

having all three staff members with desk chairs that are ergonomic and not borrowed from other facilities.

**Documentation Attached?:** No

**Full Funding Requested - 1 (one)**  
Monitor

**Describe Plans & Activities**

**Supported:** One monitor for Student Center Specialist work area. This additional monitor would expedite the daily work of this staff member who works with various computer processes in which a dual-monitor working environment would produce a more efficient work load.

**Lead:** Isaac A. Rodriguez Lupericio

**One-Time Funding Requested (if applicable):** 200

**Type of Request:** Non-Instructional

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Equipment

**Planning Unit Priority:** High

**What would success look like and how would you measure it?:** Having this staff member with two monitors, which makes daily duties more efficient.

**Documentation Attached?:** No

**Full Funding Requested -** 3 (three)

Stand-up Desks

**Describe Plans & Activities**

**Supported:** To provide ergonomic support for the Judicial Affairs Officer, Administrative Specialist III, and Student Activities Coordinator.

**Lead:** Isaac A. Rodriguez Lupericio

**One-Time Funding Requested (if applicable):** 2400

**Type of Request:** Non-Instructional Equipment

**Planning Unit Priority:** Medium

**What would success look like and how would you measure it?:** Having these staff members provided with ergonomic support to carry out their daily job duties.

**Documentation Attached?:** No

**Full Funding Requested -** 1 (one)

Two-Way Radio Set

**Describe Plans & Activities**

**Supported:** This 8-piece two-way radio set would aid in communication during the various events planned and executed by the Student Life Office such as New Student Welcome, Students & Educators of Distinction, and Lost & Found Auction.

**Lead:** Isaac A. Rodriguez Lupericio

**One-Time Funding Requested (if**

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**applicable):** 350  
**Type of Request:** Non-Instructional Equipment  
**Planning Unit Priority:** Medium  
**What would success look like and how would you measure it?:** Having the necessary equipment to successfully communicate with staff members during programs.  
**Documentation Attached?:** No

<p><b>Student Conduct Development -</b> Improve information resources, complete policy revisions, implement assessment strategies, and design enhanced educational outcomes.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2018-19  <b>Goal Entered:</b> 07/10/2018</p>	<p><b>No Funding Requested -</b> IT website support  <b>Describe Plans &amp; Activities Supported:</b> Provide additional information on Student Life Website for student, staff, and faculty on the Standards of Conduct, Student Discipline Procedures, and Resources.  <b>Lead:</b> Isaac Rodriguez Lupercio and Andi Fejeran Sims  <b>Type of Request:</b> IT Support  <b>Planning Unit Priority:</b> High  <b>What would success look like and how would you measure it?:</b> Complete website revisions with full compliance of accessibility standards.</p>	
	<p><b>No Funding Requested -</b> Establishment of dedicated time on department schedule and priority of review from campus approvals trees.  <b>Describe Plans &amp; Activities Supported:</b> Complete the collaborative revisions and approval processes of AP 5520 and BP 5500.  <b>Lead:</b> Isaac Rodriguez Lupercio and Andi Fejeran Sims  <b>Type of Request:</b> Staffing  <b>Planning Unit Priority:</b> High</p>	

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**What would success look like and how would you measure it?:** Board review, approval, and online implementation.

**No Funding Requested** - Research support and technology equipment.

**Describe Plans & Activities**

**Supported:** Implement assessment of Discipline Conferences.

**Lead:** Isaac Rodriguez Lupericio

**Type of Request:** Research Support

**Planning Unit Priority:** High

**What would success look like and how would you measure it?:** Pre and post discipline conference data reporting general statistics and qualitative reflection.

**Full Funding Requested** - 1 (one) Tablet

**Describe Plans & Activities**

**Supported:** Judicial Affairs Officer position requires many meetings in various locations across campus. This tablet would allow this Manager to take notes, produce and reference emails, respond to student conduct cases and students of concern referrals, and reference documents without printing them.

**Lead:** Isaac A. Rodriguez Lupericio  
**One-Time Funding Requested (if applicable):** 1500

**Type of Request:** IT Support

**Planning Unit Priority:** High

**What would success look like and how would you measure it?:** Having this Manager with the technological equipment necessary to carry out his daily duties from across campus, as needed.

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**Documentation Attached?:** No

**Full Funding Requested -** Funding to create and purchase third party software programs to provide additional educational sanction curriculum.

**Describe Plans & Activities**

**Supported:** Develop and implement additional educational sanctions for student misconduct for academic dishonesty (cheating)

**Lead:** Isaac Rodriguez Lupercio

**On-Going Funding Requested (if applicable):** 10000

**Type of Request:** Non-Instructional Supplies

**Planning Unit Priority:** Medium

**What would success look like and how would you measure it?:** Use of online and in-person interactive tools that address cheating.

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**No Funding Requested -**

Establishment of dedicated time on department schedule and priority of review from campus approvals trees.

**Describe Plans & Activities**

**Supported:** Complete the collaborative revisions and approval processes of the Associated Students Judicial Directive with Student Court (A.S. Judicial Branch).

**Lead:** Isaac Rodriguez Lupercio

**Type of Request:** Staffing

**Planning Unit Priority:** Medium

**What would success look like and how would you measure it?:**

Completion of revised document with approval of Associated Students Senate and Executive Board, and online posting.

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*Where We Make an Impact: Closing the Loop on Goals and Plans*

**Data Informed Programming -**

Develop assessment and evaluation tools for all services and programs of Student Life and Associated Students.

**Status:** Active

**Goal Year(s):** 2018-19

**Goal Entered:** 07/10/2018

**No Funding Requested -**

Establishment of dedicated time on department schedule .

**Describe Plans & Activities**

**Supported:** Development of customer service evaluation and tracking tools.

**Lead:** Andi Fejeran Sims, Julia Walker, and Giovanni Rodriguez

**Type of Request:** Research Support, IT Support

**Planning Unit Priority:** High

**What would success look like and how would you measure it?:**

Automated ability to track users of Student Life and Student Center programs and services.

**No Funding Requested -**

Establishment of dedicated time and priority on department schedule.

**Describe Plans & Activities**

**Supported:** Development of Student Learning Outcomes for each Associated Student activity and use of assessment tools to measure outcomes.

**Lead:** Andi Fejeran Sims, Julia Walker, and Giovanni Rodriguez

**Type of Request:** Research Support, IT Support

**Planning Unit Priority:** High

**What would success look like and how would you measure it?:**

Implementation of user assessment and evaluations at Associated Students events to provide data to inform future decisions of programs.