Student Support Services and Administrative Unit  
Program Review Questions - Spring 2012

Department: Student Affairs, Athletics, Kinesiology

Part 1: Review of Past 3 Years  [for Part 1, please limit your responses to one page for each numbered question (1 - 4).]

1. Service Unit Outcomes Assessment Results

STUDENT LIFE
Outcome 1: Student Satisfaction - 75% of students will report a very high or high level of satisfaction with their participation in Office of Student Life activities.
According to surveys, there was an overall satisfaction rate of 50.5% in 2010 and 70% in 2011 and in 2012 with 83 students responding, there was a 94% overall satisfaction rate.

Outcome 2: Utilization of technology to increase participation in campus life activities. Office of Student Life will increase student participation and tracking through implementing of student activities we based portal. There are currently 1759 users registered in the LBCC OrgSync community, and 229 new users registered in Spring 2011.

Outcome 3: Office of Student Life-Leadership Development for Student Government Leaders - Students participating in Student Government will be able to demonstrate competency in the practice of shared governance and utilization of leadership and advocacy.
Students can participate in the Spring Conference which provides 3-4 workshops geared toward leadership, civic leadership, career development, and networking. Unfortunately, the participation rate for the Spring Conference has decreased this past year.

WOMEN AND MEN'S CENTER
Outcome 1: Re-entry services - Student will access enrollment, FAFSA and registration assistance.
The numbers of students signing into to Tracdat in the Women and Men's Center and access lab have dropped from 13,588 visits in 2009/10 to 9,749 visits in 2010/11 to 6,798 visits in 2011/12 (thus far).

Outcome 2: School Coaching program - Provide 1:1 School Coaching to improve retention and increase student persistence.
In 2009/10, Masters in Social Work interns met with 63 students (15 former foster youth) for 1:1 assistance and School Coaching appointments. 38 students maintained contact of at least 3 appointments. At least 12 students successfully completed the Spring 2011 semester. In 2010/11, 159 sessions of 1:1 counseling or School Coaching were conducted, with 86 unduplicated students. In 2011/2012, 325 students identifying as former foster youth were contacted and 33 students maintained contact for ongoing support services. School Coaching interventions include 1:1 sessions and groups to identify barriers to academic success and develop personal strategies to overcome these barriers along with additional resources to ongoing support systems. Issues addressed include anger management, stress management, anxiety reduction and conflict resolution.

Outcome 3: Student Satisfaction –With the merger of Women and Men’s Center and Student Life, and the change in services, the previous outcomes did not fit and instead we conducted a Student Life satisfaction survey and did not conduct the Women and Men’s Center survey.

STUDENT HEALTH
Outcome 1: Awareness of Student Health Services - The campus community will know the locations and scope of services of the LBCC SHS on each campus. The campus community will be aware of Student Health and Psychological Services offered in the neighboring community. In 2008/09, outreach efforts yielded 3548 contacts. In 2009/10, they yielded 4828 contacts. In 2010/11, they yielded 4139 contacts. In 2011/12, they yielded 3387 contacts.

Outcome 2: Navigating the LBCC Student Health Services system - Students will apply satisfactory self-advocacy, communication, and personal responsibility same-day and future appointments for health care in the SHS on campus. In 2009/10, there were 8005 students’ appointments; in 2010/11, there were 7660 student appointments; and in 2011/12 (thus far), there were 6908 student appointments.

INTERNATIONAL STUDENT PROGRAMS: Due to major revisions and streamlining the ISP application process, ISP is able now to give admission decisions within ONE week. In collaboration with the admission and record office, ISP was given full responsibility to handle 999#, enabling international students to complete the LBCC application online upon receiving their F-1 Visa and have their student ID waiting for them on Orientation Day. ISP has established a mechanism for communication with prospective students from the moment they show interest in study at LBCC till they actually start on campus.
A. Summary of Service Unit Outcomes assessment results -

STUDENT LIFE
Outcome 1: There was a 20% increase in student satisfaction from 2010 to 2011 and a 74% increase from 2011 to 2012.

Outcome 2: The user numbers of OrgSync are gradually increasing. A total of 252 students registered and logged a total of 9,014 volunteer hours. A total of 70 clubs successfully registered their clubs online. Ongoing trainings and orientation continue to occur, helping student reception of OrgSync.

Outcome 3: The number of participants at the Spring Conference went from 80 in 2010 to 116 in 2011 to 53 in 2012. On the other hand, the rating of the conference has increased over the past three years, currently at an all-time high of 9.5. The drop in conference participants may be caused by late marketing. The workshop topics and conference structure/layout also lack variety and diversity. Plans to improve marketing and diversity will include: 1) Increase the use of social marketing 2) Begin conference planning earlier to increase marketing efforts and solicit ideas for more diversity in workshops and presenters 3) Provide more “theme” oriented workshops 4) Involved more students/clubs/organizations in the planning process (Student Senate on each campus); 5) Advertise 8 weeks in advance.

WOMEN AND MEN’S CENTER
Outcome 1: The number of visits to the Women and Men’s Center has steadily declined over the past 3 fiscal years. On the other hand, the number of unduplicated students remained close to the same until Fall 2011. The decrease in visits may be attributed to the temporary location and the elimination of walk-in services.

Outcome 2: The number of 1:1 sessions of counseling or School Coaching has increased. The number of former foster youth students has also increased.

STUDENT HEALTH
Outcome 1: After a 26.5% increase in student contacts between 2008/09 and 2009/10, there has been a steady decline in student contacts in the past two fiscal years (16% and 11% decrease respectively). The decrease in outreach numbers may be due to the construction on the PCC campus along with the opening of the T building that expands the campus traffic to a wider area and decreases the student population in the area that previously housed the health fair.

Outcome 2: Over the past three fiscal years, there has been a steady decline in student appointments; however, the “no show” rate has also declined from 13% to 11% to 9%. The “no show” rate likely decreased because of email appointment reminders, notation of fee for missed appointments, and revised appointment reminder slips.

ATHLETICS: The athletic department has achieved success in program performance, academic achievement and with all levels of compliance (Conference/State/Federal). Athletically the department has 7 Conference Championships, 2 CCCAA State Final Four appearances, and 4 CCCAA State Finals appearances. Student athlete academic success continues as student-athletes out-perform the general student population. The department was recognized for superior academic achievement from the CCCAA with a scholar-athlete team award and two scholar-athlete individual athlete awards.

B. Additional data regularly collected and/or reported –

ATHLETICS: Examples of regularly reported data includes a longitudinal student-athlete academic study, student-athlete success center contact hours, weekly student–athlete 12 unit reports, Form 1 eligibility forms, Form 3 athletic participation forms, and annual form R-4 gender equity and Federal EADA report
Part 1: Review of Past 3 Years  [for Part 1, please limit your responses to one page for each numbered question (1 - 4).]

2. Situational Analysis (as it relates to progress in achieving department goals)

A. External Conditions –

STUDENT LIFE: Six Student Life positions have been eliminated since 2009. Two new positions have been funded through ASB. The restructuring to include the Director of Student Health Services & Student Life and the Director of Discipline and Student Life required a reevaluation of everyone’s roles, how services are delivered, and discussions on what services, events, and activities should be continued and what should be discontinued.

ATHLETICS: Mandatory legislation from the CCCAA has increased eligibility requirements for student-athlete participation. This has had an impact on the need for student education plans which directly correlates to counseling contact hours. The athletic department has implemented education workshops as a result of the increased demand for SEP counseling appointments that are unable to be filled by having two part-time counselors.

B. Internal Conditions –

STUDENT LIFE/WOMEN AND MEN’S CENTER: In Sept. 2009, Pacific Coast Campus Student Life and the Women and Men’s Center merged programs and staff into a temporary space pending the renovation of their building. Also, budget cuts and the reduction of staff necessitated a reorganization of three departments.

INTERNATIONAL STUDENT PROGRAMS: Revision and updates to online application. Complete revamp and updates of all ISP forms, in the process of making them available online. New Pre-arrival information packet, available online. Complete revamp and update of online application and application status update to provide timely response to new applicant. Rearrangement of front desk responsibility to provide timely response to prospective students.

ATHLETICS: The last two years of the three year cycle has been without capital outlay funding. The athletic department is heavily reliant and intensive with facility use and equipment. The capital outlay funding was a major source of annual new equipment purchases. Without this funding the department has increased efforts of fundraising through the foundation athletic associate group and corporate sponsors.

C. Collaboration –

STUDENT LIFE/WOMEN AND MEN’S CENTER: A willingness to collaborate is an ongoing strength for this department, particularly with LBCC faculty and staff as club/organization advisors, through the Director of Student Discipline & Student Life, the Director of Student Health Services & Student Life. Collaboration for discipline and the provision of mental health services and trainings has been ongoing.

STUDENT HEALTH: One example of collaboration is the Smoking Cessation Committee and collaboration with CSULB, LB Police Department (Campus police) and LB Health Department. In an effort to educate students about the health risks associated with smoking, and explore Smoking Cessation strategies at LBCC, the committee’s work with the LB Health Department provided resources and educational materials. CSULB provides guidance on how to implement a campaign on a college campus. Internal collaboration included work with Student Life programs to obtain student input. Smoking areas were established with signage to identify those areas and convey the message to not smoke. Student Health, Kinesiology/Athletics, Facilities and Student Life also collaborated to establish MRSA prevention protocols.

INTERNATIONAL STUDENT PROGRAMS: Coordination meeting with Admission and Record Dean and Staff.

ATHLETICS: Internal collaboration with student services has increased heavily through the last two years of the current cycle. Key relationships between the athletic department and admissions/records, counseling, assessment, and the outreach office have increased communication and efficiency. Through regularly scheduled leadership meetings the integration of departments has directly benefitted the entire matriculation process of student-athletes. Additionally there is strong community collaboration with the Long Beach Century Club which both financially helps support athletic programs and student-athletes with scholarship opportunities.
D. Communication –

STUDENT LIFE/WOMEN AND MEN’S CENTER: The Director of Health Services & Student Life PCC and The Director of Student Discipline & Student Life LAC, work closely to coordinate both student life programs. This coordination has increase communication and collaboration across campuses. LAC & PCC Student Life staff participate in joint meetings increasing dialogue and coordination. Student Life meetings are held on both campuses decreasing what was previously a separation of activities and staff. More clubs are chartering on both campuses and students are using the shuttle to travel back and forth to each campus for meetings and activities. Collaboration within the PCC campus continues to be easier, probably because of size and the culture of the campus.

STUDENT HEALTH: This has a transition year for Student Health Services with changes in duties and communication structures. In this transition, we are updating our policies and procedures to reflect that change in structure. Staff have been involved in the changes along with budget discussions.

INTERNATIONAL STUDENT PROGRAMS: Semester by semester and annual statistical analysis of international student’s enrollment, revenues and program efficiency is presented to the Dean and VP.

ATHLETICS: A major conduit of information for the athletic department to faculty, staff, students and the community is through the athletic website. This as well as various local long beach media groups (long beach post and gazettes) help make public the athletic department information. The department Sports Information Specialist directly inputs all athletic information on the site and is the liaison to the local media streams. Additionally, the Sports Information Specialist connects internally with the campus newspaper, In-the-loop and public relations and marketing department.

Part 1: Review of Past 3 Years [for Part 1, please limit your responses to one page for each numbered question (1 - 4).]

3. Primary Functions/ Primary Purpose/ Department Mission

INTERNATIONAL STUDENT PROGRAMS: International Student programs (ISP) is the primary service unit on campus responsible for the recruitment, admission and F-1 immigration regulations of international students in regular college classes or in the American Language and Cultural Institute. Primary functions of ISP include International recruitment and outreach, application processing, evaluation, admission, orientation, administration of International health Insurance, F-1 immigration regulations, academic counseling, enrollment, and registration in compliance with federal immigration policies and college’s policy.

A. Changes in department's primary functions –

STUDENT AFFAIRS: The student affairs program’s primary function continues to be providing opportunities for all students to get involved in co- and extracurricular activities through clubs, organizations, student government, volunteer, intramurals. The Women and Men’s Center continued providing re-entry services, advocacy and School Coaching. In 2010, the “Solid Start” program for Foster Youth was initiated to provide enrollment services and support. Student health continues to provide various tests, immunizations, vaccinations, screening and referrals.

STUDENT LIFE/WOMEN AND MEN’S CENTER: For 10 years, the Women and Men’s Center has used Master’s in Social Work Interns from CSULB and CSUDH to provide crisis intervention and School Coaching. Interventions include 1:1 sessions and groups to identify barriers to academic success and develop personal strategies to overcome these barriers along with additional resources to ongoing support systems. Issues addressed include anger management, stress management, anxiety reduction and conflict resolution. One CSUDH MSW Intern, in a specialized program, with a child welfare emphasis, works exclusively with former foster youth enrolled at Long Beach City College. At the beginning of each semester, he contacts students who self-identify on their FAFSA as former foster youth. Student responding back are provided with weekly support that includes, acting as a liaison with their social worker, campus departments, helping with their Chafee grant, and counseling as needed.

STUDENT HEALTH: There were not changes in the function of Student Health services.

ATHLETICS: The athletic department’s primary function remains student-athlete success.
B. Changes in how department directly or indirectly supports student learning — The student affairs program having recently been part of a reorganization where by combining student affairs, physical education and athletics into one School. This collaborative organization has had a positive impact that directly supports student learning through the many collaborative activities/campaigns and opportunities available to students due to the reorganization. ATHLETICS: The athletic department relocated the SASC to a larger more centralized location within the department. The move has exponentially increased the use of the center. The access to the center computers, athletic academic manager, and part-time counselors has increased services to student-athletes and directly supports student learning.

Part 1: Review of Past 3 Years  [for Part 1, please limit your responses to one page for each numbered question (1 - 4).]

4. Goal Progress

A. Summary of progress in achieving goals, including achievements as well as improvements needed -

INTERNATIONAL STUDENT PROGRAMS GOALS: Streamlined office operation and admission process with a turnaround response time of 2 days upon receiving complete application. Greater automation in keeping student records. External review of ISP resulting in positive steps toward developing strategic plan. External review of ALCI toward pursuing CEA accreditation. Clear articulation of 2 plus 2 educational plan helps to eliminate common misconception among foreigners about community colleges and highlight their role within USA higher education system. To have every international student meet with Academic Counselor and develop educational plan at the start of the first semester and review it once a semester thereafter. To explains F-1 status rules and responsibilities at first orientation and offer workshops throughout the school year to ensure understanding and clarifications of these rules. To increase the number of email reminders and alerts about priority registration, units' enrollment, immigration regulations, health insurance renewal, counseling appointments, and various deadlines to ensure students compliance.

INTERNATIONAL STUDENT PROGRAMS ACHIEVEMENTS: Application processing and admission decision is made in 2 days. Establishment of online payment system for application fee and cultural fee. As of January 1, 2012, ISP has become a paperless office, working and storing primarily digital copies. Designed and printed new brochure, highlighting ALCI program and 2 plus 2 process, currently in the process of converting it to digital magazine to be posted on ISP web site. Established automated email alert system to remind students of various due dates and activities. Workshop every semester to explain International health Insurance. Established requirement for each international student to meet with academic counselor to ensure completion of education plan. External review of ISP operation and processes “strengths and weaknesses” aiming to develop strategic plan. Completed ALCI review through external consultant, aiming to seek CEA accreditation in fulfillment of SEVIS mandate. ISP collaborated with Political and Social Science department in organizing academic symposium to promote campus internationalization.

ATHLETICS: The athletic department continues to monitor and support student-athletic academic success. Data reported from both the Cal-pass smart tool and in the longitudinal study of student-athletic academic outcomes demonstrates level of success above the general population. The athletic department was honored by the CCCAA State office for the 2009-2010 academic year with academic achievement awards for a scholar athlete team and two scholar athletes. Regardless of past student-athlete success, the department still needs to improve services in the SASC and focus on continued support of student learning. The athletic department continues to achieve all levels of compliance (Conference/State/Federal). The department was 1 of 2 institutions in the state to receive special commendation for it Form R-4 report on gender equity. While the department has achieved levels of athletic success a need exists to improve on the the goal of creating a “culture of winning.”

B. Adequacy of resources to achieve goals — INTERNATIONAL STUDENT PROGRAMS: ALCI budget continues to be underfunded – Adequate allocation of funds is needed. NO staffing at ALCI or academic leadership prevents the program from seeking CEA accreditation. ISP needs better facility (office space, meeting area) to support international students. ISP needs an additional staff – Immigration advisor – to properly fulfill its mission and respond in timely manner to International student’s needs. ATHLETICS: With only part-time counselors, the department is operating with an inadequate amount of counselors, which affects the services for matriculation guidance and student education planning. Additionally, the overall department staff has decreased over the last two years. This along with operational budget cuts will severely affect the ability to achieve the department goals.

C. Impact of resource allocations received —

ATHLETICS: With only part-time counselors, the department is operating with an inadequate amount of counselors, which affects the services for matriculation guidance and student education planning. Additionally, the overall department staff has decreased over the last two years. This along with operational budget cuts will severely affect the ability to achieve the department goals.

1. Vision and Direction of Department/Area

A. Direction of Department –

WMC: The Women and Men’s Center has been evolving for the past three years with many of the functions associated with the mission provided by other programs within Student Affairs and Services. Examples include: 1) enrollment services and the computer lab are now provided through the LBCC Access labs and computers in Admission and Records; 2) School Coaching, resources/referrals and crisis interventions (domestic violence, assault intervention) is now part of Psychological services and the Master’s in Social Work Intern’s, placed at LBCC, learning contact; 3) Many of the diversity and community involvement events are now part of the Student Life program. Plans for the future include: 1) Crisis Intervention/Threat Assessment team 2) Suicide Prevention training for Faculty/Staff/Students; 3) Faculty training for students with mental health issues.

STUDENT LIFE: Student Life will continue to examine events and activities by evaluating cost of events with participation and staff involvement. Additionally, programs offered will be aligned with the student success initiative. School Coaching will be used to support student leaders in balancing leadership responsibilities with class assignments and attendance, respond to discipline referrals, and provide emotional support to reduce anxiety, stress and emotional problems impacting leadership and academic success.

STUDENT HEALTH: Student Health Services will continue to meet the Title V guidelines for student health services. We will explore additional revenue sources such as MediCal Administration Activities Program (MAA) and Family PACT.

INTERNATIONAL STUDENT PROGRAMS: ISP and ALCI need critical internal review by college’s administrators to create a supportive institutional vision and direction for International students on LBCC campus. Assess space needs for ALCI and ISP to function properly and fulfill their mission on campus.

ATHLETICS: Despite massive budget cuts, the athletic department needs a new model for head coach positions. A new contract and compensation model for coaching positions is needed. Additionally, new athletic facilities and equipment must be planned for future program success. The SASC needs a credentialed full-time academic success coordinator and full-time counselor.

B. Ways to better support higher level goals (required) –

INTERNATIONAL STUDENT PROGRAMS: Enrollment of international students can present great opportunity for growth and support of goals of the Educational Master Plan, College President, Board of Trustees, VP goals with greater clarity of direction, dedication of resources and personnel.

ATHLETICS: Increased technology to the SASC and facilities will increase access for all student-athletes. A full-time athletic counselor will directly support the goals of increasing student success by increasing early student preparation, enhancing internal integration and implementing early interventions strategies that promote persistence and success.

WMC/STUDENT HEALTH/PSYCHOLOGICAL SERVICES: I am merging these three departments because the overall health of the student is inextricably linked to student success. One goal of future plans outlined in the “Direction of the Department” will improve student health through the improvement of the “campus health environment” using an ecological approach to campus health.

C. Anticipated conditions or trends –

ATHLETICS: The majority of head coach positions are held by part-time coaches. Anticipated budget cuts are going to make hiring full-time or qualified master coaches even more difficult. This trend will ultimately have a negative effect on the department goals.

WMC/STUDENT LIFE/STUDENT HEALTH SERVICES: The Women and Men’s Center’s services continue to evolve. As the components of previous services continue to be absorbed into other programs it is an opportunity to re-evaluate the need for these services, services that can be changed and the development of new more effective services that align with the college priorities - more specifically student success. The merge with Student Life and Student Health’s Psychological services has increased access for students needing emotional support. Essentially, it is now more of a “one stop” service delivery.
D. Collaboration needed to make department more effective –
INTERNATIONAL STUDENT PROGRAMS: ALCI needs to function as independent entity creating new model of accountability and responsibility to foster program growth and diversification.

ATHLETICS: The department needs to collaborate with the human resource department and the executive team. Alternate models for hiring and compensating coaches could provide a more effective way for the athletic department to operate.

WMC/STUDENT LIFE/STUDENT HEALTH SERVICES: These departments need to continue exploring ways to collaborate, increase student involvement, and increase participation and PCC/LAC collaboration. Student Life will need to cut back on events and activities by evaluating costs, student participation and staff involvement.

E. Challenges in communication that need improvement –

ATHLETICS: The majority of head coaches are part-time and have other occupations. The dynamics of such varied schedules makes routine department meetings a major challenge. The ability to meet more often as a department needs to improve.

WMC/STUDENT LIFE/STUDENT HEALTH SERVICES: Continue to work on PCC/LAC communication and collaboration.

F. Feasibility of vision and direction, including resources/ support needed and challenges anticipated –

ATHLETICS: As FTES and instructional budgets for Physical Education courses continue to be cut; a new model for coaching and contracts is needed. The feasibility of change to a new model at this time seems high. The major challenges to this would be current full-time contracts and district funding sources for coaching compensation away from course instruction. Executive support would be needed both financially and with contracts.

WMC/STUDENT LIFE/STUDENT HEALTH SERVICES: Continue to explore collaboration and models for merging existing services while improving the overall health and support for student success.
Part 3: Evidence of Staff Participation in Program Review (Please limit your response to one page.)

1. Please describe how the department staff participated in the program review process (i.e., staff meetings, online collaboration such as Google Docs, department retreat, etc.). Please include specific dates for meetings held or activities conducted.

STUDENT LIFE: The Student Life area holds weekly staff meetings on each campus along with bi-monthly meetings with all program directors and dean. Student Life directors also participate in the inter-level planning meetings.

INTERNATIONAL STUDENT PROGRAMS: Program review has been done in incremental stages through monthly staff meetings.

ATHLETICS: In addition to annual compliance meetings, the athletic department has held monthly leadership meetings and inter-level planning meetings. All programs in the School also participated in a program review and planning workshop. Workshop/information sessions were also held covering such topics as enrollment management and budgets on an as needed basis.

2. Please list names and titles of all those who participated in this program review.

STUDENT LIFE:
1. Connie Sears, Women’s Athletic Director/Interim Dean
2. Anita Gibbins, Director of Student Life (PCC) and Director of Health Services
3. Rosio Becerra, Director of student Life (LAC) and Director of Student Discipline
4. Tina Cassar, Registered Nurse
5. Sylvia Garcia, Administrative Assistant of Student Life (PCC)
6. Cindy Shaheen, Registered Nurse

INTERNATIONAL STUDENT PROGRAMS:
1. Connie Sears, Women’s Athletic Director/Interim Dean
2. Nassef Girgis, ISP Manager
3. Nelly Delgado, International Student admission and record technician
4. Judy Oh, Academic Counselor

ATHLETICS:
1. Connie Sears, Women’s Athletic Director/Interim Dean
2. Randy Totorp, Interim Athletic Director
3. Teila Robertson, Interim Assistant Athletic Director

Additional Comments (optional; limit to one page)