# Program Planning and Assessment (PPA) for Services, Offices & Non-Instructional Programs

# Comprehensive Review, Annual Review & Action Plan

# Spring 2015

The purpose of Program Planning and Assessment at Hartnell College is to obtain an honest and authentic view of a service/office/program and to assess its strengths, opportunities, needs, and connection to the mission and goals of the college. The process is based on the premise that each area reviews assessment data and uses these data to plan for improvement. The results of these annual cycles provide data for a periodic comprehensive review that shows evidence of improvement and outlines long-range goals.

The Program Planning and Assessment process improves and increases the flow of information and data at Hartnell College. The result of the process also improves institutional effectiveness.

Service/Office/ Non-Instructional Program	Date Completed (must be in final form by 3/27/15)*	Date Submitted to VP
Student Affairs Student Life	March 31, 2015	March 31; May 31, 2015

\*Please note that you should work with your colleagues and supervisor/director/dean to ensure that this report is completed, revised as needed, in its final form and submitted no later than the end of March.

List of Contributors, including Title/Position

Name	Title/Position	
Augustine Nevarez	Director of Student Affairs - Student Life	
Laura Zavala	Program Assistant, Student Life	
Raul Tapia	President, ASHC	

(required):

I have read and agree with the findings and resource allocations of this comprehensive program review for the Student Life Office and Associated Students of Hartnell College. I fully support the request for software for student judicial affairs, electronic voting, tracking student participation in campus events and student survey software. I also support the request for additional funding for the commencement budget given additional participants (students and staff) and changes in venue.

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Typed Name of VP/ Division Head	Date

This PPA report is organized in 3 sections and 9 subsections as follows:

- I.Comprehensive Reviewa. Overall Service/ Office/ Program Effectiveness,b. Staffing Profile, and c. Service/ Office/ Program Goals.
- II. <u>Annual Review</u> a. Data & Trends, b. Service/ Program Modality, c. Outcomes, and d. Previously Scheduled Activities.
- III. <u>Annual Action Plan</u> a. New Activities and b. Resource Requests.

#### **INSTRUCTIONS**

For services/offices/non-instructional programs scheduled for comprehensive review in spring 2015, please complete Sections I, II, and III.

For services/offices/non-instructional programs scheduled for annual review, please complete Sections II and III.

Please complete this section for services/offices/non-instructional programs scheduled for comprehensive review in spring 2015. Go to Section II for services/offices/non-instructional programs scheduled for annual review in spring 2015.

## A. OVERALL SERVICE/OFFICE/PROGRAM EFFECTIVENESS

1. Describe your service/office/non-instructional program in terms of its overall effectiveness over the past several years.

Please consider the questions below in describing your area.

What are your area's primary functions? How are students/employees served by the service/office/program? What are the unique aspects of the service/office/program? How does the service/office/program relate to the needs of the community? How does the service/office/program interface/collaborate with other areas on campus? What is working well in service/program provision? Have state and/or federal mandates/rules/certifications particular to the service/program been met?

What policies and/or practices, both institutionally and departmentally, have been implemented to improve functions over the past few years?

What professional activities have staff recently (last three years) participated in?

The Office of Student Life has experienced an improvement in its primary functions to provide students and the Hartnell College Community with an enriched college experience. The office is providing students with programs and services that mirror those provided at 4-year universities with the intent to facilitate a seamless transition to university culture and experience. Associated Students membership, leadership development; cultural and educational events; book voucher program; ASHC Scholarship; graphing calculator rental program; Week of Welcome, Club Rush Weeks, Club Panther Days, MST Free Fare Zone; Hartnell Sporting events (Local); access to Western Stage events; game center access; and discounts at selected local businesses. Additionally, a concerted effort has taken place to streamline the student government elections process. This was accomplished by a revised election code, the introduction of an online elections software that facilitates the voting process, an increased candidate participation (25 candidates for 16 officer positions) include senators representing the Alisal Campus, King City Education and Online/Evenings/Weekends. The outcome of this new process has resulted in a full Associated Students of Hartnell College Board.

The visibility of the Office of Student Life has engaged students to partake

Another function of the Office of Student Life is the management of Student Grievances, Discipline and Judicial Affairs, and this task is supported by the office of the Vice President of Student Affairs. Three new policies (AP5500, AP5520, AP5530) in this area have been developed and approved by the governance councils and the Board of Trustees. These policies are included in the new student online orientation and the revised student handbook. These efforts have improved the process when addressing these Student Affairs issues.

Program staff are members of the California Community Colleges Student Affairs Association (CCCSAA) (AsC5CID 27 & 8.51 - d4n1 0 0 1 163.7 298

Faculty Part-time			
Student Workers	2.0	2.0	4.0
Professional Experts			
Total Full Time equivalent Staff	3.0	4.0	6.0

2. What staffing factors/challenges have influenced the effectiveness of the service/office/program?

Hartnell College has fulfilled its commitment to supporting ASHC, Student Life and Student Activities by hiring a full-time Director of Student Affairs (Student L5(ct)-6e and StIST QudA13.8( an 0 11n95 4 add)4(n)3(gtien)146 1, 1 650.62 stratege (Co)5(add) (Co)5(30ud)-2(e)5(n)

2) The Office of Student Life has become an integral learning community.

3)

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Book voucher program: 97 students ASHC Scholarship: 30 students Western Stage events: 500 students Calculator program: 100 students Monterey Bay Aquarium tickets: 500 students Student Clubs: 30 clubs and 500 participants

2. Analyze and report on salient patterns and trends in this data. Given these patterns and trends in users, needs, usage and/or other key factors, identify particularly challenging issues in service/program provision, office functioning, and the evaluation of the service/office/non-instructional program.

The Office of Student life experienced a 60% incre

3. Provide any other relevant data and describe any other relevant qualitative factors that affect service/program provision, office functioning, and the evaluation of the service/office/non-instructional program. List the sources of this data and information.

The implementation of Service Area Outcomes supported the new structure of the Office of Student Life, and allowed for the increase in program development, implementation and evaluation. Event surveys results indicated increased satisfaction with the content and delivery of programs and services. The surveys revealed a positive reception from participants.

B. SERVICE/

Clubs
Program and Club Sponsorships
9.

electronically at all Hartnell College sites. In addition, the Office of Student Life is redesigning the website to provide efficient delivery of information to students and staff.

### 12 | P a g e

List Service Area Outcome(s) scheduled for assessment in	How will the Outcome(s) be assessed?
AY 15-16	

Ambassador Program

was achieved, the ability to assess the effectiveness of the improvement was challenging to measure. The need for a comprehensive assessment tool is being explored through the ID software that will collect participation trends, and a follow-up tool to assess effectiveness.

- 2. Student and Staff ID Cards. The department is exploring an alternative to the current ID card software and hardware to allow for a lifetime ID Card, and to be able to capture participation data to assess our programing.
- 3. ASHC Elections. The 2014 elections experienced two significant improvements; 1) an increased in the recruitment of candidates, and an engaged campus wide election campaign. In addition, the utilization of an online voting system allowed students from all college sites to participate in the election.
- 4. Student involvement in participatory governance. A concerted effort was made by the college to include students in the new participatory governance structure. The participation of students in this process allowed them to make informed decisions based on campus wide implications. A mechanism to assess student participation is taking place.

This section must be completed for ALL services/offices/non-instructional programs, whether scheduled for annual or comprehensive review in spring 2015.

## A. NEW ACTIVITIES

This subsection addresses new activities for, and continuing new activities into, AY 2016-17. An activity can address many different aspects of your service/office/program, and ultimately is undertaken to improve, enhance, and or keep your service/office/program current. A new activity may or may not require additional resources. The first activity listed should be the most important; the second activity listed the second most important, etc. Activities can include but are noe

1. List information concerning new projects or activities planned. The first activity listed should be the most important;

## APPENDIX A. Strategic Priorities & Goals (from Hartnell College Strategic Plan 2013-2018)

#### Priority 1: Student Access

**Goal 1A:** Hartnell College will provide higher education, workforce development, and lifelong learning opportunities with seamless pathways to all of the co constituent individuals and groups.

#### Priority 2: Student Success

Goal 2A: Hartnell College will provide a supportive, innovative, and collaborative learning environment to help students pursue and achieve educational success.

Goal 2B: Hartnell College will provide a supportive, innovative, and collaborative learning environment that addresses and meets the diverse learning needs of students.

#### Priority 3: Employee Diversity and Development

Goal 3A: Hartnell College is committed to 1) increasing diversity among its employees; 2) providing an environment that is safe for and inviting to diverse persons, groups, and

Priority 5: