Student Services and Administrative Operational Annual Program Review and Planning Update Form Fall 2024

## BACKGROUND:

**Program review is an integral part of the campus planning process. As programs and areas monitor their progress on the current comprehensive four-year program review, changes in need and scope can be expected. This Annual PR Update form is designed to outline and request modifications to the current program review that occur between comprehensive four-year review cycles, as needed.**

**Examples of a requested change include new information such as action plans, outcomes modifications, personnel changes, technology needs, and capital expenditures requirements. As programs and areas monitor their progress on the previous comprehensive four-year program review, the form provides the basis to suggest a change in plans and processes to improve student success and institutional effectiveness.**

## SUBMISSION:

**Program:**

Student Life and Leadership

**Principal Author(s):**

Marwin Luminarias

**Manager:**

Naomi Abesamis

**Submission Date:**

11/27/2024 10:17:22 AM

**Author Signature:**

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| Electronically signed by Thaddeus Luminarias on 11/23/2024 2:28:16 AM |

**Manager Signature:**

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| Electronically signed by Naomi Abesamis on 11/27/2024 10:17:22 AM |

# Part 1: Review of Data

1. **List the outcomes from your Fall 2022 self-study. Which outcomes has your program assessed in the last year and/or which do you plan to assess in the coming year?**

The previous Program Review for Student Life and Leadership was authored and submitted by Dr. Naomi Abesamis on November 11, 2023, to the former Dean of Student Support Services, Dr. Elaine Lipiz Gonzalez.

Participants in the self-study:

Dr. Joe Carrithers, Associated Students Faculty Advisor

Stephanie Rodriguez, Student Services Specialist (Associated Students)

Alicia Contreras, Student Services Specialist (Student Life and Leadership)

Les-Sie’ Crockrom, Administrative Assistant II

Denise Parra, Professional Expert (Commencement)

Ki Hong Bae, Professional Expert (Student Center)

Assessments Findings and Outcomes from 2022-2023 Self-Study:

1. Need for Student Services Coordinator

As Fullerton College grew and the needs of its students changed, so did the needs and demands for Student Life and Leadership. The 2022-2023 Self-Study clearly demonstrated the need for a Student Services Coordinator.

For example, the Veterans Resource Center hired a coordinator to help support its population of about 1,000 military-connected students. About 300 of those students use their military benefits while attending Fullerton College each semester. The VRC’s annual graduation event has about 50 guests and 30 students in attendance.

In contrast, Student Life and Leadership supports a Commencement Ceremony with nearly 10,000 guests, about 1,000 students, 600 faculty and staff participants, 100 volunteers, all while coordinating with vendors, Campus Safety officers, Campus Communications, and DSS. This is in addition to our regular operations in the Student Center handling the OCTA Bus Pass program, supporting Campus IDs, Sodexo Meal Deals, and over sixty clubs and student organizations on campus.

2. Need for 100% Reassigned Faculty Advisor for Associated Students and Inter-Club Council

The faculty advisor for the Associated Students and Inter-Club Council used to be the director of Student Life. But that role proved to be a full-time job on its own 30 years ago, and the same is true today.

While the faculty advisor receives 9 units or 60% reassign time for this position, it’s evident that the faculty advisor needs to spend much more time to prepare for each meeting, mentor student leaders, train officers, and be present at Student Senate and its various subcommittees. Not to mention the various events, outreach, and leadership conferences that student leaders design and attend.

3. Shifting the Funding Source for Student Services Specialist (Associated Students)

The salary and benefits of the Student Services Specialist currently comes out of the A.S. Budget (Fund 36505), which is a ‘special fund’ housed in the Bursar’s office. After ID card fees were removed, and following the downward trend in A.S. Benefits sales post-pandemic, A.S. has seen its budget shrink by more than 60%. This means that A.S. may only have enough funds to cover the Student Services Specialist’s salary and benefits and have no funds left for events, scholarships, materials, and supplies in the future.

1. **What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?**

The 2024-2025 Student Life and Leadership Team:

- Marwin Luminarias, Interim-Director (Student Life and Leadership)

- Ron Farol, Faculty Advisor (Associated Students and Inter-Club Council)

- Alicia Contreras, Student Services Specialist (Student Life and Leadership)

- Les-Sie’ Crockrom, Administrative Assistant II

- Elizabeth Flores (Interim Student Services Specialist, Associated Students)

- Julian Sanchez (formerly Liz), Professional Expert (Inter-Club Council)

- William Escobar, Professional Expert (Student Center -- Campus IDs, OCTA, Event Lead)

- Julian Ortega, Professional Expert (Student Center -- Clubs and Organizations)

- Jacklyn Horwood, Hourly Staff (Student Center -- Social Media, Graphic Design)

- Kassandra Flores, Professional Expert (Hornet Leadership Program)

- Jordan Fallon, Professional Expert (Substitute for Elizabeth Flores)

- Jared Vergara, Professional Expert (Substitute for Elizabeth Flores)

1. Need for Student Services Coordinator

We intend to submit a request to reclass the current Student Services Specialist in the Student Center, but the current Job Classification Study has paused all reclassification requests.

To support the Student Services Specialist with our expanded services and operations, A.S. hired additional part-time staff (Professional Experts), in addition to our graduate interns who support our Commencement efforts and Hornet Leadership program.

2. Need for 100% Reassigned Faculty Advisor for Associated Students (A.S.) and a separate Advisor for Inter-Club Council (I.C.C.)

In Fall 2023 and Spring 2024, the former VPSS hired a professional expert to assist the newly-selected faculty advisor for the Associated Students in reviving the Inter-Club Council.

This new co-advisor role highlighted and reinforced all the concerns and outcomes from the 2022-2023 Self-Study. More crucially, the professional expert demonstrated that the A.S. Advisor and I.C.C. Advisors should be dual roles performed by two separate people. This best practice was evident in all the student leadership conferences we attended. Campuses with large student senates and a vibrant student life scene with fifty or more clubs and student organizations needed a separate I.C.C. advisor.

3. Shifting the Funding Source for Student Services Specialist (Associated Students)

We are requesting an alternative funding source for the salary and benefits for the Student Services Specialist in the A.S. Office in this Self-Study.

The Business Office and District approved the use of salary savings to pay for professional experts during the time when the interim Student Services Specialist was on parental leave this Fall 2024 and Spring 2025 semester.

1. **How is your area collecting or working to collect disaggregated, student-level outcomes assessment data?**

1. Check-in station for Student Center (214)

A permanent check-in station with a laser ID scanner was installed in the Student Center. All hourly and full-time staff were trained how to operate and troubleshoot the check-in station and PC. The check-in station is used whenever the Student Center is open. It is used to track traffic, service utilization, and share event participation data with other departments and programs during collaborations.

2. Check-in station for Associated Students office (222)

A permanent check-in station with a laser ID scanner was installed in the A.S.. All hourly and full-time staff were trained how to operate and troubleshoot the check-in station and PC. The check-in station is used whenever the A.S. Office is open. It is used to track office hours for officers (since they earn an honorarium), senate points for senators, visitor logs, service utilization (e.g. when students make appointments to meet A.S. for advocacy, meet the student trustee, ask about the legal clinic, or need to be referred to other resources, etc.).

3. Tracking Student ID Validations, Bus Passes, Sodexo Meal Deal ‘tickets’, etc. (aka mobile check-ins stations)

Student Life has a mobile check-in method to track which students have received ID card validations during the semester, or ‘tickets’ to use the Sodexo Meal Deal if they are having issues with their Campus ID.

4. Club Check-ins (QR codes for events)

Clubs and Student Orgs can easily check-in during events whether they are at the Cruz Reynoso Courtyard, in one of the Quad sections, or anywhere else there is a Student Life or A.S.-sponsored event. We use QR codes to make it a seamless experience for users and more likely for our department to gather as much data as possible from our events.

5. Starfish Check-in / Dashboard (Cohort)

Our team has been working with Jennifer Merchant to build a Starfish dashboard using its ‘cohorts’ function to transform the banner IDs that we have collected into student-level information that’s useful for tracking other details like demographics, persistence, and outcomes. For example, our plan is to use the data from Fall 2024 and Spring 2025 ‘cohort’ of student leaders and see which ones persist into Fall 2025, which ones graduated, completed a certificate, or transferred, and intervene as early as Summer 2025 with those students who have not yet registered for Fall 2025.

# Part 2: Additional Resource Request Reasoning and Support

**We have reviewed our most recent self-study and have not identified any significant changes that necessitate resource requests for the upcoming academic year.**

**We have reviewed our most recent self-study and have identified significant changes that necessitate additional resource requests.**

**For programs that have identified significant changes that necessitate additional resource requests, answer the following questions for each separate resource request:**

1. **Briefly describe your resource request.**

Shifting the Funding Source for Student Services Specialist (Associated Students)

The A.S. Budget (36505) cannot continue to support the Student Services Specialist. District employees should be paid from general funds (Fund 11200).

Request: additional funding for Fund 11200 to cover the Student Services Specialist's salary and benefits starting July 1, 2025.

1. **Is this request related to an essential safety need?**

No

**Why must this resource request be processed now rather than during the Fall 2026 comprehensive self-study?**

The A.S. Budget would not be able to support the Student Services Specialist's salary and benefits now that they are no longer able to generate funds from Campus ID card fees and A.S. Benefits revenue have declined significantly.

The Associated Students have supported Campus IDs, Commencement, Students of Distinction, Faculty of the Year, and countless other initiatives over the past few decades. But paying for the salary and benefits of a District employee should not come out of student fees.

**How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?**

Removing this liability from the A.S. budget would effectively double the operating budget of our student leaders, allowing them to have larger fundraisers, outreach events, and offer more scholarships for students.

1. Student Advocacy -- the additional available funding will allow A.S. to bring more student leaders to conferences, host workshops, bring culturally-relevant guest speakers, and create a bigger impact on campus and in their communities.

2. Enhanced Fundraising -- the additional available funding will allow A.S. to fundraise even more scholarship funds in order to transform the lives of more students who have financial need.

3. Student Events -- the additional available funding will allow A.S. and I.C.C. to create even larger events like the recent successful collaboration with theater arts, which doubled as a fundraiser and outreach for our music program and student organizations.

**Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program growth or curricular demands, full-time/adjunct ratios, etc.**

Yes, this resource request is personnel-related. But not to add personnel.

**How will this additional resource allocation help you serve the college mission or strategic initiatives, and your program’s goals for improvement, as stated in your last self-study?**

While Fullerton College is working on redefining its mission, strategic plan, and vision for 2025 onward, the last self-study referred to our campus' current vision, core values, and goals.

Student Life and Leadership wants to continue building upon those principles of community, diversity, equity, student success, accountability, and continuous improvement. But the Associated Students will not be able to function as an organization if it becomes insolvent.

Transferring the Student Services Specialist's salary and benefits to the general fund (11200) would be the first step toward supporting our student leaders so that they can focus on advocacy, creating and mentoring a new generation of leaders, building a vibrant campus community, and celebrating our students' achievements through scholarships.

**For each separate resource request, complete this chart with the itemized requested dollar amount:**

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| --- | --- |
| **Type of Resource** |  |
| Personnel | Classified |
| Facilities | N/A |
| Supplies | N/A |
| Computer Hardware | N/A |
| Computer Software | N/A |
| Training | N/A |
| Other | N/a |
| **Total Requested Amount:** | 90,000 (based on the current salary and benefits of Elizabeth Flores)  120,000 (based on the salary and benefits of Stephanie Rodriguez with longevity and maxed PG&D) |

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| **Is the funding requested ongoing or one-time funding?**  Ongoing |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)  No |