# UNIT NAME: Office of Student Engagement review contact: TORREY WEST

# phone: 972-377-1618 Email: [TWest@collin.edu](mailto:TWest@collin.edu)

**GUIDELINES**

**Time Frames:**

1. **Scope**:

The time frame of Program Review is five years, including the year of the review.

Data being reviewed for any item should go back the previous four years, unless not available.

1. **Deadline Dates**:

January 15th – Program Review Document due to Department Supervisor for review  
January 31st – Program Review Document due to Program Review Steering Committee

1. **Years:**

Years 1 & 3 – Implement Action Plan of (CIP) and collect data

Years 2 & 4 – Analyze data and findings, Update Action Plan

Year 5 – Write Program Review of past 4 years; Write Continuous Improvement Plan (CIP) and create a new Action Plan

**LENGTH OF RESPONSES**:  Information provided to each question may vary but should be generally kept in the range of 1-2 pages.

**EVIDENCE GUIDELINES:** In the following sections, you will be asked to provide evidence for assertions made.

1. **Sources**: This evidence may come from various sources, including Collin College faculty and staff, Service Unit Student Satisfaction Surveys, Service Unit Faculty/Staff Surveys, Ruffalo Noel-Levitz Student Satisfaction Surveys, IPEDS Data, National Community College Benchmarking Project data, peer surveys, or unit-level data and surveys. This evidence may be quantitative and/or qualitative. If you are unfamiliar with any of these information sources, contact the Institutional Research Office (IRO) at [effectiveness@collin.edu](mailto:effectiveness@collin.edu). Use of additional reliable and valid data sources of which you are aware is encouraged.
2. **Examples of Evidence Statements**:
3. Poor example: Employees are encouraged to embrace the College’s core values. (Not verifiable)
4. Good example: Core values are discussed with each employee in annual performance evaluations. (Verifiable, but general)
5. Better example: Core values are discussed in annual performance evaluations, and employees are expected to include one goal that will demonstrate personal improvement related to a core value and document, in the next annual performance evaluation, their accomplishment of that goal. (Replicable, Verifiable)

**FOR MORE INFORMATION:** Documentation can be found at <http://inside.collin.edu/institutionaleffect/Program_Review_Process.html>. Any further questions regarding Program Review should be addressed to the Institutional Research Office ([effectiveness@collin.edu](mailto:effectiveness@collin.edu), 972-985-3714).

## Executive Summary:

**Briefly summarize the topics that are addressed in this self-study, including areas of strengths and areas of concern.** (Information to address this Executive Summary may come from later sections of this document; therefore, this summary may be written after these sections have been completed.) Using the questions in the template as headings in the Executive Summary can provide structure to the overview document.

According to *Completing College*, *Rethinking Institutional Action* (2012)author Dr. Vincent Tinto, the more students are academically and socially involved, the more likely they are to persist and graduate. This is the core purpose for the Office of Student Engagement: to create opportunities for students to become involved. The comprehensive and collaborative events support civic, educational, leadership development and social activities. These events are coordinated with student organizations, faculty and staff, and community non-profit organizations.

While event programming is the most recognized function, the department also maintains the district’s "Lost and Found" on the three comprehensive campuses, creates identification cards for students, faculty and staff members, and coordinates and manages New Student Orientation for the entire district, including on-campus sessions and oversight of the online orientation module.

With the increase in student enrollment, the Office of Student Engagement must adapt to the growing interest of the student body and respond with relevant and timely programming. The department is also responsible for the recognition of student organizations which includes complex verification of not only the student qualifications but also identifying faculty/staff advisors for the more than 60 organizations representing diverse areas of interest. These organizations are able to pursue funding to support their initiatives through the Student Activity Fee Advisory Committee (SAFAC). The SAFAC Committee provides oversight of more than $400,000 annually in allocations. It is the responsibility of the Office of Student Engagement to ensure the SAFAC Committee is operating within compliance for awarding of these funds.

Serving a multi-campus district, the Office of Student Engagement must work diligently to offer consistent programs on all campuses, address the needs of a growing student population, and maintain all operations in compliance with institutional, state and federal guidelines. While the department has done well with diversification of program offerings, the data analysis of the impact of these programs is needing some enhancement. Through the program review process, this department will continue to evaluate and improve evaluation of services offered.

Section I. Are We Doing the Right Things?

1. **WHAT DOES YOUR SERVICE UNIT DO?**

**What is the service unit and its context?**This section is used to provide an overview description of the service unit, its relationship to the college and the community it serves. Keep in mind the reviewer may not be familiar with your area. Therefore, provide adequate explanation as needed to ensure understanding.

*Suggested/possible points to consider:*

* *Unit’s purpose (Include the unit’s purpose/mission statement if one exists.)*

Mission Statement: *The Office of Student Engagement strives to enhance student learning and development.*

The Office of Student Engagement provides co-curricular civic, educational, leadership development, and social activities that contribute to and support Collin College’s efforts to retain and develop well-rounded, successful students. The Office of Student Engagement provides administrative oversight for on and off campus program development, student organizations, the Student Activity Fee Advisory Committee (SAFAC), management of the student centers, oversight of district lost and found, and issuing of Collin College identification cards.

* *Services and products (i.e., event coordination, reports, promotional materials, handouts, etc.)*

The Office of Student Engagement provides comprehensive support of Collin College’s student organizations by facilitating the registration of new and returning organizations, processing event requests, and travel documents. The guidelines for all student organizations can be found in the Student Organizations Procedures Manual (SOPM) which is made available online <https://view.joomag.com/student-organizations-procedures-manual-spring/0835277001508881470?short>. Student Engagement also coordinates all publicity, marketing, and promotion for each student organization. (See Appendix A – Samples of Program Flyers)

One of the Office of Student Engagement's most visible functions is to assist with the development, coordination, and marketing of district-wide programs (e.g., Annual Student Organization Festival, SpringFest, Safe Spring Break, Veterans Day Activities, and Weeks of Welcome activities). The Office of Student Engagement also supports numerous district-wide events that promote awareness of diversity and encourage students to engage in conversations regarding these issues (e.g., African-American History Month, Women’s History Month, Hispanic Heritage Month). Many of these on campus events use the services of outside consultants and speakers and as such, the Office of Student Engagement is also responsible for ensuring contracts for these speakers, performances, services, and contract labor forms are submitted in a timely manner to the appropriate office(s).

* *Regulatory standards the unit must meet*

Board policy FKC (LOCAL) outlines the parameters for the establishment of student organizations as well as the responsibilities of the Student Activity Fee Advisory Committee (SAFAC). Additionally, any student fees must also be approved by the Collin College Board of Trustees. Currently, every student who attends Collin College is charged a student activity fee of $2.00 per credit hour when they register for classes each semester. These student activity fees are placed into an account that is administered by the Student Activity Fee Advisory Committee (SAFAC). It is the responsibility of the Office of Student Engagement Office to ensure all relevant policies and procedures regarding collection and disbursement of these funds are followed by SAFAC. Student organizations as well as campus initiatives that support student persistence have the opportunity to petition SAFAC for funding. During the 2018-19 year, more than 38 events were supported with a budget of nearly $200,000. A few of the events SAFAC supported include: Wild West at the Park, Rockin’ the Ridge, and Community College Day at the Capitol. Due to enrollment growth, the budget for SAFAC for 2019-2020 is an estimated $400,000. SAFAC requirements mandate that the Office of Student Engagement follow and enforce all Collin College policies and procedures related to fiscal responsibilities, purchasing, procurement, student travel, and liability as well as the Texas Higher Education Code Sections 54.503 (Student Service Fees), 54.504 (Incidental Fees), and 54.513 (Student Service Fees Compulsory).

* *Service across campus/departments/district/community*

Through the Leadership Empowerment and Development (LEAD) co-curricular events, the Office of Student Engagement connects students, faculty and staff with numerous community organizations as well as personal enrichment activities. The Office of Student Engagement also collaborates with several wellness initiatives such as Safe Break and de-stressing activities during final exam weeks.

In addition to the oversight of the SAFAC Committee that supports academic and co-curricular activities, the Office of Student Engagement now coordinates and manages New Student Orientation district-wide (this is an additional service since the previous program review). New Student Orientation is mandatory for all entering First Time in College (FTIC) students and is offered both in person and online. Office of Student Engagement is responsible for creating and developing the content, ensuring consistency for both delivery modalities. The content is created using multiple software programs for an enhanced and engaging student experience.

As a collaborative effort, the Office of Student Engagement reaches out to numerous departments and offices across the College District for the opportunity to host tables to promote classes, services, and programs during the in-person orientation sessions. Participating departments have included the library, counseling services, student housing, workforce programs, Weekend College, and others.

During the on campus sessions, content specialists will present on their respective areas. Academic Advising discusses course registration and schedules, how to resolve registration holds, when to speak with an academic advisor, and how to pay for classes. The Dean of Students Office presents on various topics which include, but are not limited to, accessibility services (i.e., the ACCESS Office), Counseling Services, the *Student Code of Conduct* and common violations*,* scholastic dishonesty, various federal and state laws, and how to maintain a healthy and safe campus environment.

The Office of Student Engagement also produces identification (ID) cards for all current Collin College faculty, staff, and students. The ID cards are used at numerous campus events for registration check-in as well as access to testing and fitness centers. Within the physical offices of Student Engagement, the College District’s "Lost and Found" is located at the Frisco, McKinney, and Plano Campuses. Additionally, the Office of Student Engagement is responsible for campus postings for student organizations, campus activities, and community news as well as any other approved promotional and informational materials at the Frisco, McKinney, and Plano Campuses. These postings are placed on bulletin boards and kiosks throughout the campuses.

## 2. Why do we do the things we do? Unit relationship to the College Mission & Strategic plan.

* **Provide unit-specific evidence of actions that the unit supports the** [**mission statement:**](http://www.collin.edu/aboutus/missioncorevalues.html)“*Collin County Community College District is a student and community-centered institution committed to developing skills, strengthening character, and challenging the intellect.”*

*Suggested/possible points to consider:*

* *What evidence is there to support assertions made regarding how the Service Unit relates to the Mission?*

The Office of Student Engagement offers numerous events, training sessions, and collaborative projects that support Collin College’s mission. The following list contains a few examples of these initiatives with explanations of how they relate to the mission statement:

* + - **Student Organizations**: The Office of Student Engagement provides oversight and support to over 60 student organizations annually. These organizations represent wide ranging interests such as: academics and honors, community service, identity and cultural, politics and social action, student government, sports and recreation, performing arts, hobbies and social, as well as religion and spiritual. Participation in a student organization requires time management, planning, working with and leading a team, budget management, fiscal responsibility, and self-governance. There is no greater service offered by the Office of Student Engagement that embodies the Collin College’s mission to *develop skills, strengthen character, and challenge the intellect*. There are currently 1,771 students who are participating in student organizations.
    - **StrengthsQuest Workshops**: These workshops utilize the Gallup Clifton Strengths Finder assessment, which provides students with the opportunity to learn about their own personal strengths. The focus of these workshops is to *develop students’ skills* and *challenge their intellect* while also teaching them how to effectively utilize and maximize their identified strengths. A primary goal of these workshops is to assist student development and provide them with useful tools for self-improvement and support of other individuals with whom they interact. The workshops are held at each of the campuses at various times in order to serve as many students as possible. During the 2018-19 academic year, there were 11 separate sessions reaching 290 students.
    - **Make a Difference Day and Alternative Spring Break**: These two *community-centered initiatives* are cooperative service events marketed to the local community. These events give students a chance to interact with community members so they can better understand that they are a part of the local community; their roles within that community; and how they can effectively serve, assist, and support others.
    - **Rock the Vote**: In collaboration with the Collin County League of Women Voters, these events increase civic engagement by encouraging students to register to vote, participate in upcoming elections, and promote the College District’s campus polling locations to the local *community*. For Fall 2018, more than 350 students participated in the event at the Plano, McKinney and Frisco campuses.
    - **Love Does Not Hurt: An Oath Against Domestic Violence**: This event, held in collaboration with Collin College’s Student Government Association (SGA) and Muslim Student Association, provides students, faculty, and staff with a unified voice to speak up against and end domestic violence. This program also provides information on the impact of domestic violence on the family unit and the entire community. This inaugural event was attended by the mayors of Plano and McKinney, Senator Van Taylor, and more than 150 student and community members.
    - **Dr. Martin Luther King, Jr. Power Leadership Breakfast**: In collaboration with the City of Plano, this annual event honors the legacy of Dr. Martin Luther King, Jr., and encourages all participants, regardless of race, creed, or religious affiliation to continue his seminal work to end discrimination and racial injustice. This event provides Collin College students, faculty, and staff with an opportunity to interact with local community members to discuss these issues and advocate for a more equal, just society. Additionally, Collin College’s student leaders are able to gain public speaking and performance skills during the student-led performance at the event. There are more than 500 attendees at this annual event.
    - **Smart Money**: This event is hosted in collaboration with local businesses to provide Collin College students with information on financial literacy. Presenters provide support, education, and skills to help students make informed decisions regarding their finances and budget. The information and skills presented are essential tools for all Collin College students given the current student loan debt crisis across the nation. This program is designed to encourage graduating students to incur as little student loan debt as possible.
    - **Leadership Empowerment and Development (LEAD) Workshops**: These interactive workshops and training sessions bring in professional speakers who assist students with identifying and developing various leadership skills that are essential for success both at Collin College and in their chosen career fields.
* **Provide unit-specific evidence that supports how the unit supports the college strategic plan**: <http://www.collin.edu/aboutus/strategic_goals.html>

*Suggested/possible points to consider:*

* *What evidence is there to support assertions made regarding how the Service Unit relates to the Strategic Plan?*

**Vision 2020, Priority 6 states “Create an Increasingly Welcoming Environment for Students, Community Members, Faculty and Staff.”**

In addition to all of the collaborative programs with the local community, the Office of Student Engagement provides oversight of the Student Centers at the McKinney and Frisco Campuses. Here, students are able to take advantage of lounge space, gaming stations, pool tables, ping pong tables and at the McKinney Campus private meeting rooms. Students at the Frisco campus taking Commercial Architecture (DFTG 2328) in Spring 2019 proposed design remodels for the Cougar Den in Alumni Hall. Several of their concepts were incorporated into the update of the physical space.

The Office of Student Engagement hosts at the beginning of each long semester, a ‘welcome week’ to provide new students information on how to get involved on campus. The department also provides all students with a free spirit t-shirt to wear on Spirit Wednesdays on campus. Students who wear any Collin College t-shirt on Wednesday and come to the Office of Student Engagement will be entered in to a drawing to receive prizes at the end of the semester. This initiative works to support a connection to the college as well as supporting the strategic plan of creating a welcoming environment. During the 2018-19 year, there were 1,800 spirit t-shirts distributed during welcome week. This initiative also helps to promote the visibility of the department and additional services provided.

**Vision 2020, Priority 3 states “Emphasize Student Achievement and Streamline Pathways to Four Year College and Universities.”**

The Office of Student Engagement supports this goal through mandatory New Student Orientation. Orientation participants learn about Collin College academic and community expectations, campus culture, services and resources available. During the academic advising portion of orientation, students are informed of the personnel available to assist with transfer (i.e. advisor, academic planning coach, career coach) helping them streamline their pathway to four-year colleges.

With the implementation of Cougar Connect (an online software to manage campus events), student participation is tracked and recorded. Students who are transferring to universities are able to request a co-curricular transcript to submit with their admissions application. This document highlights their involvement and achievements outside of the classroom.

* *Analyze the evidence you provide. What does it show about the Service Unit?*

The Office of Student Engagement supports and embodies Collin College’s Mission and Strategic Plan by providing a wide range of activities and services that incorporate diverse topics touching upon each key aspect of the Mission of developing skills, strengthen character, and challenge the intellect. Reflecting the Mission of being a student and community centered institution, numerous programs are conducted in collaboration with student groups and community organizations. While there were limited opportunities to participate in the Strategic Plan priorities, the Office of Student Engagement worked to support two key initiatives.

**3. WHY DO WE DO THE THINGS WE DO?**

**A. Make a case with evidence to show that the primary functions/services of the unit are necessary as they are, or they should be modified or eliminated.**

*Suggested/possible points to consider:*

* *What is the purpose and reason for the service?*
* *How has the function evolved during the 5-year cycle? How have the reasons for the service changed over time?*
* *What would happen if the unit no longer provides these services and/or the services were outsourced?*
* *What unit services require the most resources, including staff time? Which services add the biggest value to the college? Discuss any discrepancies between the services named in these two questions.*
* *Is there a clear line of communication with other units involved in or supporting each of these services?*
* *Does the unit or the college have alternate ways of providing any of these services?*

*Are the services offered/conducted as efficiently as possible?*

* *What is the purpose and reason for the service?*

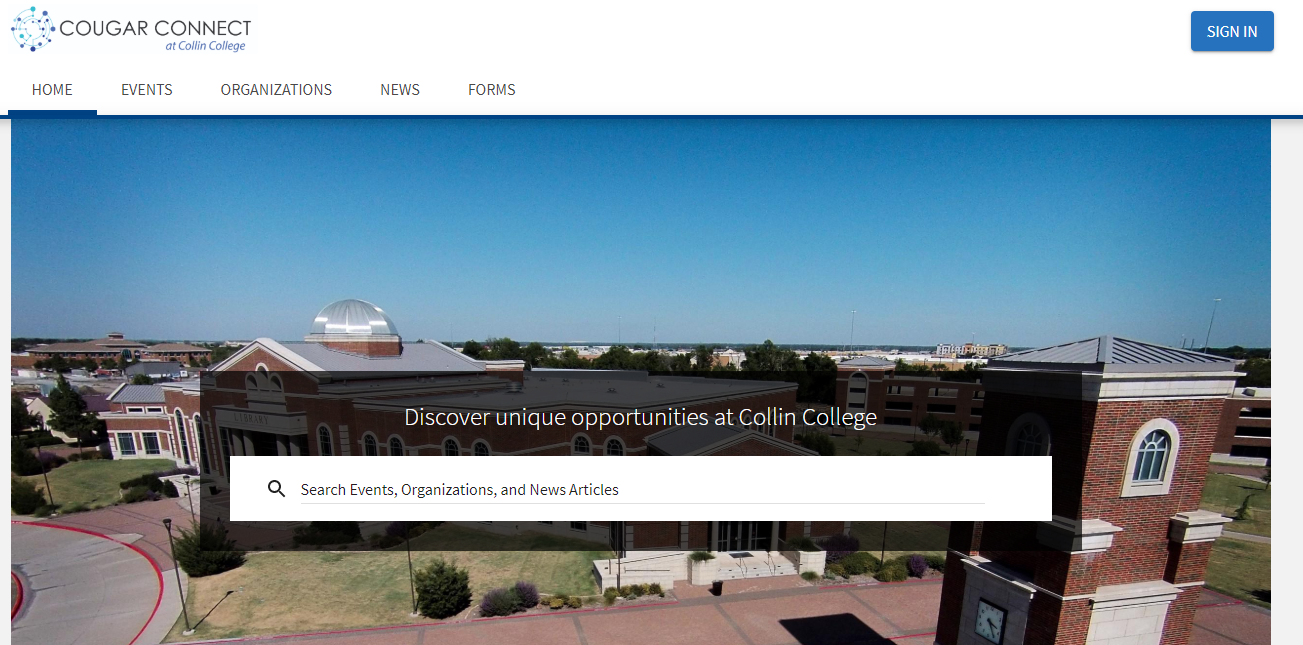
According to *Completing College*, *Rethinking Institutional Action* (2012)author Dr. Vincent Tinto, the more students are academically and socially involved, the more likely they are to persist and graduate. This is the core purpose for the Office of Student Engagement: to create opportunities for students to become involved. Additional research from Carini, R., Kuh, G. & Klein, S. (2006) titled “Student Engagement and Student Learning: Testing the Linkages” concludes that student engagement is linked positively to critical thinking skills and higher grades.

The Office of Student Engagement’s primary functions are:

* Coordinate campus activities that include social and cultural awareness initiatives; educational, service, leadership, and student involvement opportunities; as well as offer workshops to enhance personal growth and development
* Manage the student centers, providing a place for students to connect and create a sense of belonging
* Provide oversight, training and support for Student Organizations including the Student Government Association
* Coordinate New Student Orientation sessions and campus tours
* Manage lost-and-found for the district
* Print faculty, staff and student ID cards
* *How has the function evolved during the 5-year cycle? How have the reasons for the service changed over time?*

Over the past five years, the Office of Student Engagement has continuously evaluated and enhanced its operations in order to provide a positive experience for students. While the need to provide co-curricular activities has not changed in the past five years, the types of programs and communication with students and the community has.

One of the most impactful changes that has occurred is the implementation of the online student organization system. Prior to the implementation of Cougar Connect (an online tool supported by the company Campus Labs), the student organization registration and event requests were handled through paper forms and physically processed by the Office of Student Engagement, approval signatures were obtained by forwarding the document through interoffice mail to the respective approver. Now, those requests are submitted electronically and forwarded for digital signature and approval. Students (as well as faculty and staff) can log in to Cougar Connect to view events and activities. Students can also download a mobile app to quickly access their student organization information.



Screenshot of Cougar Connect

<https://collin.campuslabs.com/engage/>

Another upgrade made by the Office of Student Engagement is the processing of identification cards. Previously student and employee data took up to 48 hours to load in to the software used to make ID cards. The new system operates in real time and students are able to get IDs as soon as they have registered and paid for their classes.

Lastly, leadership, service, and New Student Orientation programs that were previously housed under various other Collin College offices and departments have been successfully amalgamated under the Office of Student Engagement’s scope of responsibility during the last five-year cycle. The programs further integrate the operations of the Office of Student Engagement with academic affairs and the community.

* *What would happen if the unit no longer provides these services and/or the services were outsourced?*

Without the primary functions of the Office of Student Engagement, the institution could see a reduction in student retention and persistence. Overall academic performance could be impacted as well. Campus activities provide students the ability to engage with the institution and connect with the campus community. Without these opportunities, there is a higher likelihood of a decrease in retention and academic performance at the institution.

Collin College currently requires all new First Time in College (FTIC) students to participate in mandatory New Student Orientation either on-campus or online. Without this department, the college would need to revisit the registration requirements or require another department to oversee the program. Currently, the coordination, planning, and implementation of the on campus new student orientation sessions throughout the year and the online orientation program fall within the scope of responsibilities of the Office of Student Engagement. This program is fully custom reflecting the specific services and resources by Collin College. It would be difficult to fully outsource this program.

* *What unit services require the most resources, including staff time? Which services add the biggest value to the college? Discuss any discrepancies between the services named in these two questions.* *Is there a clear line of communication with other units involved in or supporting each of these services?*

The services that require the most resources are: supporting student organizations, producing campus programs, and coordination of New Student Orientation. Each semester student organizations must have their active membership verified which includes confirming enrollment and grade point averages of each student member as well as the confirmation of the faculty/staff advisor. There are currently 1,771 students participating in the student organizations that must be individually verified. The campus programs that are offered require event planning, marketing, and hosting. In order to serve multiple student populations, events are held during the day, in the evenings and on the weekend. With the oversight of New Student Orientation, the department coordinates with numerous departments and individual faculty members for participation in the program. This initiative is time intensive and requires much individual correspondence.

Not surprisingly, the services that require the most resources are the same services that add the biggest value to the college. The foundational research to support student involvement originated with Alexander Astin’s theory of Student Involvement ([Astin, 1984](https://www.asec.purdue.edu/lct/hbcu/documents/Student_Involvement_A_Developmental_Theory_for_HE_Astin.pdf)) that revealed student development and academic performance are directly proportional to the extent in which students were involved. The programs that support the most students are student organizations, event programming, and New Student Orientation. These initiatives add the biggest impact to the college in terms of level of participation. They also provide the greatest value by aiding student retention.

* *Does the unit or the college have alternate ways of providing any of these services?*

Responsibility of the student organizations and programs would need to be either redistributed to other departments or dissolved. There is really not an alternate way to provide on campus events and programs. While some programs could be outsourced, there would still need to be a centralized office to coordinate the contracts and logistics for outside presenters. Other functions such as identification card production and lost and found do not have other solutions of service.

* *Are the services offered/conducted as efficiently as possible?*

There are always opportunities for enhancement of services. While the Office of Student Engagement has worked to digitize and automate some of its operations, there are still some areas where improvement could be made. One of the more recent strategies is to develop a comprehensive Student and Enrollment Services master event calendar. This exercise brings together all areas in the division to plan their events collaboratively, preventing the scheduling of competing programs.

1. **Benchmarking: Review two or three comparable, colleges for the way they accomplish these services. Discuss what was learned and what new ideas for service improvement were gained.**

For benchmarking purposes, the following institutions were contacted: Brevard Community College in Florida, Central Piedmont Community College in North Carolina, Diablo Valley College in California, Mesa Community College in Arizona, Oakland Community College in Michigan, Palm Beach Community College in Florida, Portland Community College in Oregon, San Jacinto College in Texas, Sierra College in California, Sinclair Community College in Ohio, Tulsa Community College in Oklahoma, and William Rainey Harper College in Illinois. There was variation of services offered with the least common being oversight of new student orientation and student ID production. The student ID was the most diverse in terms of administrative oversight - production was coordinated by the registrar’s office, admissions, bookstore, or the Library. About half of the institutions utilized an online student involvement platform, similar to Cougar Connect.

Some excellent ideas the Office of Student Engagement staff were able to glean from these other colleges that could serve to enhance the unit’s current programs and initiatives include, but are not limited to:

* These benchmark institutions offer numerous programming topics and subjects (e.g., Graduation Fair, Lunch & Learn, cultural awareness programs, food pantry, continuous program participation). Incorporating similar initiatives would serve to broaden the already wide range of programs and events currently offered by Office of Student Engagement, and could result in the unit reaching a larger portion of the student population.
* Suggestions for how to better support and guide student organizations was provided (e.g., checklist of expectations, written reports at the end of the year outlining what groups accomplished, work with student government, funding opportunities, etc.). Implementing some of these ideas could serve to enhance the student organization experience and encourage more students to participate in student organization events and activities.
* Incorporating and evaluating Student Learning Outcomes (SLOs) for each program and event offered. This would bring Office of Student Engagement programs and events more in line with academic course expectations. Additionally, this would allow students to choose which programs and events would be best for them to participate in based on the SLOs. Furthermore, students and the Office of Student Engagement staff would be able to more accurately evaluate program and event effectiveness by measuring against the SLOs.
* In reviewing additional student services that could be provided by Collin College, some of the more predominate themes from peer institutions focused on homelessness, transportation, and food insecurity. Collin College currently does not have programs in place to assist homeless students other than referrals to community resources. While the Office of Student Engagement hosts a monthly food truck, this service is only offered at two campuses. Increased distribution dates or the addition of campus food pantries could be discussed. Addressing the transportation issue is a conversation to be held district-wide in collaboration with local municipalities especially since we are a multi-campus institution spanning two counties.

For the complete set of responses, see **Appendix C – Benchmarking Institutions and Responses**

**4. HOW DO WE IMPACT STUDENT OUTCOMES?**

Make a case with evidence to show the effects of the service unit on student outcomes.

## *Suggested/possible points to consider:*

## *How does the service unit influence the student experience?*

## *How does the service unit influence the student environment and/or safety?*

## *In what way does the service unit influence student retention, persistence, and/or completion?*

* *Analyze the evidence you provide. What does it show about the Service Unit?*

The following data was pulled from the Institutional Research office to show trends from the past five years. The results are sporadic at best. With the growth of the college in both enrollment and campuses, the Office of Student Engagement will need to make a concerted effort to promote services to students.

**Collin College Service Unit Student Survey Results**

Aware and Use of Service Unit

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall 2014 | Spring 2017 | Spring 2019 |
| Are aware of Student Engagement | 62.7% | 65.7% | 54.8% |
| Have used Student Engagement | 30.2% | 47.6% | 41% |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall 2014 | Spring 2017 | Spring 2019 |
| The hours of availability are convenient | 4.32 | 4.53 | 4.52 |
| Service was provided in a timely manner. | 4.44 | 4.37 | 4.58 |
| The staff was courteous | 4.48 | 4.51 | 4.65 |
| The staff was knowledgeable. | 4.49 | 4.50 | 4.63 |
| Overall satisfaction with the unit. | 4.38 | 4.23 | 4.51 |

<http://inside.collin.edu/institutionaleffect/surveypdf/StudentSurveyReportFall2014.pdf>

<http://inside.collin.edu/institutionaleffect/surveypdf/StudentSurveyReportSpring2017.pdf>

<http://inside.collin.edu/institutionaleffect/surveypdf/StudentServiceUnitSurveyReportSpring2019.pdf>

|  |  |  |  |
| --- | --- | --- | --- |
|  | May 2014 | May 2016 | April 2018 |
| The student center is a comfortable place for students to spend their leisure time. | 5.57 | 5.44 | 5.87 |
| New student orientation services help students adjust to college. | 5.61 | 5.52 | 5.78 |

## *Noel Levitz Student Satisfaction Inventory:* <http://inside.collin.edu/iro/noellevitz/ruffalo_nl_2018/Collin%20County%20Community%20College%20District%20-%20SSI%20Year%202018%20to%20Year%202016%20-%20>

However, when an individual program is evaluated, we are able to see an increase in satisfaction and institutional knowledge.

New Student Orientation survey results

|  |  |  |
| --- | --- | --- |
| Survey item | Baseline 2016 (n = 1,242) | 2017 (n = 1,483) |
| How would you rate your overall satisfaction with orientation? | Somewhat satisfied: 349 (28%)  Very satisfied: 742 (59%) | Somewhat satisfied: 445 (29.9%)  Very satisfied: 925 (62.3%) |
| How much do you feel the New Student Orientation session has enhanced your knowledge of Collin College? | Not at all well: 12 (.009%)  Not so well: 9 (.007%)  Somewhat well: 297 (23.9%)  Very well: 626 (50.4%)  Extremely well: 297 (23.9%) | Not at all well: 9 (.006%)  Not so well: 11 (.007%)  Somewhat well: 294 (19.9%)  Very well: 824 (55.7%)  Extremely well:341 (23%) |

The programs that are offered through the Office of Student Engagement address a wide range of student issues from mental health (Do-nut Stress finals week) to domestic violence prevention (Love Does Not Hurt: An Oath Against Domestic Violence) and alcohol education (Safe Break). These educational programs support the safety of the students. The Office of Student Engagement has increased the number student activities it offers annually from 39 in the 2014-2015 academic year to 283 in the 2018-2019 academic year. Over 15,159 participants engaged in these programs and activities during the 2018-2019 academic year. As presented in *Completing College, Rethinking Institutional Action* (2012) by Dr. Vincent Tinto, the more students are academically and socially involved, the more likely they are to persist and graduate. By having more than 15,000 student contacts, this department is making a positive impact on student retention.

Section II. Are We Doing Things Right?

**5. How effectively do we communicate, and how do we know?**

**A. Make a case that the printed literature and electronic communication are current, provide an accurate representation, and support the college’s recruitment, retention, and completion plans.**

*Suggested/possible points to consider:*

* *Demonstrate how the unit solicits student feedback regarding its website and literature and how it incorporates that feedback to make improvements.*
* *Designate who is responsible for monitoring and maintaining the unit’s website and describe processes in place to ensure that information is current, accurate, relevant, and available.*

The Office of Student Engagement produces promotional posters for many of the programs (See Appendix A – Samples of Program Flyers). Since many of these are date specific, they are reviewed each time a program is offered. Final approval is given by the Vice President of Student and Enrollment Services. The Office of Student Engagement website is maintained by Jovanna Dollins, Student Engagement Specialist, and Michael Gregorash, Assistant Director of Student Engagement at the McKinney Campus. Other Student Engagement staff members frequently visit the websites to ensure the content is accurate and up-to-date. The Office of Student Engagement website was last updated on January 6, 2020, and currently reflects the most accurate and up-to-date information available.

Other digital resources such as the Student Organization Procedures Manual (SOPM) and content in the Student Handbook are review annually. The program content for New Student Orientation Committee is also reviewed annually. However, any institutional changes can be made immediately (e.g. promotion of B.A.T. and B.S.N programs). The orientation committee updates the content, which is then reviewed by senior leadership within the Student and Enrollment Services division. After the updates are approved, the new content is published for upcoming sessions. Maintaining and updating the Online New Student Orientation is primarily the responsibility of Stephen Rogers, Assistant Director of Student Engagement at the Plano Campus.

**B. Provide unit website URLs. If no website is available, describe plans for the creation of a website or explain the absence.**

* Office of Student Engagement: <http://www.collin.edu/campuslife/studentlife/>
* Office of Student Engagement Contact Us: <http://www.collin.edu/campuslife/studentlife/SL_contacts.html>
* Office of Student Engagement Frequently Asked Questions: <http://www.collin.edu/campuslife/studentlife/faqs.html>
* New Student Orientation Registration: <http://www.collin.edu/gettingstarted/explore/orientation_registration.html>
* Campus Ambassadors: <https://www.collin.edu/gettingstarted/explore/studambassadors.html>
* Campus Life: <http://www.collin.edu/campuslife/>
* Campus Tours: <https://www.collin.edu/gettingstarted/explore/campus_tours.html>
* Student Organization Procedures Manual: <https://view.joomag.com/student-organizations-procedures-manual-fall-fall/0835277001508881470>
* Online New Student Orientation: <https://launch.comevo.com/collin/1259>
* Student Organizations: <http://www.collin.edu/campuslife/student_orgs.html>
* Student ID Cards: <http://www.collin.edu/gettingstarted/collegeids.html>

**C. In the Unit Literature Review Table, below, document that the elements of information listed on the website or other formats (services available, points of contact, current calendars, handouts, costs and additional fees, hours of availability) were verified for currency, accuracy, relevance, and are readily available to target audiences.**

### Unit Literature Review Table

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Title | Type (i.e., URLs, brochures, handouts, etc.) | Date of Last Review/ Update |  | Responsible Party |
| Student Organization Procedures Manual (SOPM) | Procedures manual and reference guide for student organization members, officers, and advisors containing information about the Office of Student Engagement, student organization policies and procedures, and Collin College’s policies and procedures | Annually, November 2019 | ☑ Current  ☑ Accurate  ☑ Relevant  ☑Available | Stephen Rogers |
| Office of Student Engagement Sections in the *2019-2020 Collin College Student Handbook*: Section 1 *Campus Ambassadors* (p.27), *Campus Postings* (p.27), *Leadership Empowerment and Development (LEAD)* (p.61), *Lost and Found* (p.63), *New Student Orientation* (p.64), *Office of Student Engagement* (p.71-72) *Student ID Cards* (p. 73), and *Student Organizations* (p. 74) | Student handbook outlining Collin College’s policies and procedures, and describing the college’s various student services | Annually, August 2019 | ☑ Current  ☑ Accurate  ☑ Relevant  ☑Available | Stephen Rogers |
| Office of Student Engagement - Cougar Connect postcard | An informational flyer detailing how to connect with the online student involvement platform, Cougar Connect, and the services that the Office of Student Engagement provides. | Annually, July 2019 | ☑ Current  ☑ Accurate  ☑ Relevant  ☑Available | Jovanna Dollins |
| Office of Office of Student Engagement - Student ID postcard | An informational flyer detailing how, when, and where students can obtain their student ID cards | Annually, July 2019 | ☑ Current  ☑ Accurate  ☑ Relevant  ☑Available | Jovanna Dollins |
| Various Bulletin Boards at the Frisco Campus, McKinney Campus, and Plano Campus | Information and flyers regarding student organizations as well as campus and community news items | At least once a week, or as needed when information is updated | ☑ Current  ☑ Accurate  ☑ Relevant  ☑Available | Donna Okaro (Frisco Campus), Michael Gregorash (McKinney Campus), Stephen Rogers (Plano Campus) |

**6.** What partnerships and partner resources are established by the unit, and how are they valuable?

**Partnership Resources: List any business, industry, government, college, university, community, and/or consultant partnerships, including internal Collin departments, to advance the service unit outcomes. If a formal agreement is involved, indicate its duration.**

### Partnership Resources Table

|  |  |  |  |
| --- | --- | --- | --- |
| Partner/Organization | Description | Formal Agreement Duration, if any | Briefly explain the Partnership’s Value to Service Unit |
| Carter Blood Care | Premier Partners (as defined by Carter Blood Care) and the Office of Student Engagement coordinates campus blood drives five times a year at the Frisco, McKinney, and Plano Campuses | N/A | Provides, students, faculty, and staff the ability to give back to the community through their donation of blood. Each individual donation can save up to three lives. |
| Intramural Sports | Partner with Intramural Sports to coordinate and promote various district-wide events (e.g., Ropes Course, Cougar-Palooza, Field Day, individual sports tournaments). | N/A | Provides students with the opportunity to participate in activities that will increase their physical activity levels and support a healthy, active lifestyle. |
| Counseling Services Office | Partner with the Counseling Services Office to coordinate and promote various district-wide events (e.g., Safe Spring Break). | N/A | Provides students with the opportunity to prepare, learn, and make smart decisions regarding their mental health. |
| African American History Month Committee | Partner with the African American History Month Committee to coordinate and promote district-wide events to celebrate African American History Month. | N/A | Provides an opportunity to celebrate the achievements and contributions of African Americans throughout history and offers students the opportunity to connect and learn about African American culture. |
| Health and Safety Fair at the McKinney Campus | Partner with the Health and Safety Fair Committee to coordinate, promote, and procure vendors for this annual event. | N/A | Provides students with access to free health screenings and access to health-related information and resources within the community. |
| North Texas Food Bank | Partner with the North Texas Food Bank (NTFB) to bring their mobile food pantry to the Plano Campus. | Yes – 1 year (renewable annually) | By partnering with the NTFB, Office of Student Engagement supports Collin College students who are experiencing food insecurity and gives students, faculty, and staff the ability to volunteer at the event. |
| Smart Money | Partner with the Financial Aid Office to coordinate and promote this initiative. | N/A | Provides students the opportunity to understand financial literacy, and gives them the tools to better manage their financial resources and utilize the skills they learn to graduate from college with less debt. |
| Veterans’ Week Events | Partner with the Veterans’ Day Committee to plan and promote district-wide Veterans’ Day celebration events. | N/A | Provides students, faculty, and staff the opportunity to honor and reflect on the service of those veterans who are fellow students, faculty, and staff. |
| Hispanic Heritage Month | Partner with the Hispanic Heritage Month Committee and LULAC student organization to plan and promote district-wide events. | N/A | Provides an opportunity to celebrate the achievements and contributions of Hispanic nations and individuals to connect and learn about the culture. |
| Student Government Association (SGA) | Partner with SGA to help with operations advice and leadership, and manage and oversee SGA financial resources. The Office of Student Engagement staff serve as primary advisors for the organization. | N/A | Ensures that SGA can continue to grow and develop as student leaders each year. |

**7. What professional development opportunities add value to your service unit? List, please examples.**

**Make a case with evidence that staff keep current and fulfill roles that advance the service unit and the College. List service unit employees, their roles, and known professional development activity in the last four years.**

The Office of Student Engagement staff are a part of Collin College’s Student and Enrollment Services (SES) division, and participate in numerous staff development events hosted by the College District, the division, as well as state and national professional organizations. Please see **Appendix B - Staff and Professional Development** for staff roles, credentials, and professional development activities.

**8. Are facilities, equipment, and funding sufficient to support your service unit? If not, please explain.**

**[Only respond to this prompt if you are requesting additional resources.]**

**Make a case with evidence that current deficiencies or potential deficiencies related to service unit facilities, equipment, maintenance, replacement, plans, or budgets pose important barriers to the service unit or student success.** As part of your response, complete the resource tables, below, to supportyour narrative.

The Office of Student Engagement is not requesting additional resources at this time.

Section III. Continuous Improvement Plan (CIP)

**9. How have past Continuous Improvement Plans contributed to success?**

Program Review at Collin College takes place for each unit or program every five years. During the last (fifth) year, the unit evaluates the data collected during the CIP process.

**Please describe how you have used your continuous improvement plan (CIP) to make the following improvements to your unit over the past 4 years (your last review can be found on the Program Review Portal):**

1. **Student Outcomes**
2. **Overall improvements to your unit**

**\*Please attach previous CIP Tables in the appendix**

The last CIP was completed during the 2015-2016 academic year (See Appendix D – Previous Continuous Improvement Plan). Since that time, the Office of Student Life was reorganized, including a title change to the Office of Student Engagement. While initial targets were met, the survey results indicated that the area of faculty/staff overall satisfaction with Student Life (now Student Engagement) decreased from 2012 to 2014. This provided the department an opportunity to review internal procedures that were impacting faculty and staff. One enhancement made by the department was the acquisition and launch of an online student portal. By using the online resource, program and event attendance could be digitally tracked. The portal also serves as a digital repository for each student organization’s constitution, meeting minutes and other valuable documents. Prior to 2013 event tracking and program participation was limited. Now with the online tool, student involvement can be documented and presented in a co-curricular transcript. Events were first tracked in 2014-15 with 39 district functions captured, in 2017-18 there were 358 district functions reflecting the increase of programs being offered through the department. The types of programs being offered have also diversified including increased collaboration with colleagues in academic affairs. Some of the new programs include Cougar SmartBar, Leadership in the Movies, and Leadership workshops.

The identification cards (ID) that are issued by the Office of Student Engagement have also been updated. Students are able to use their ID cards to check in to events. As a result, faculty can be provided an attendance roster for events they may have offered extra credit for participation. Faculty and staff use the same ID system and attendance is tracked during All College Day. By using the services provided by the Office of Student Engagement, all full-time faculty and staff are now made aware of at least one of the services the department offers.

Since the previous CIP, the Office of Student Engagement has been charged with oversight of New Student Orientation. All first time in college students are required to attend New Student Orientation either online or in-person. The scope of responsibility has increased for the department to develop the program content for both in-person as well as online sessions. Since this program hosts resource tables and faculty sessions, the Office of Student Engagement has increased its collaboration with academic affairs and other student support services providing an opportunity to increase the satisfaction rating.

**10. How will we evaluate our success?**

**NOTE: The CIP has been revised as of November 2019. Please contact the institutional effectiveness office if you need assistance filling out the CIP tables.**

As part of the fifth year of Program Review, the unit should use the observations and data generated by this process along with data from other relevant assessment activities to develop the unit’s CIP and an action plan for the next two years. At the conclusion of the first two years, data collected from the first year, plus any other relevant data that was collected in the interim, should be used to build on the accomplishments of those first two years by developing another two-year action plan for the CIP to help the unit accomplish the expected outcomes established in its CIP or by implementing one of your other plans.

**Based on the information, analysis, and discussion that have been presented in your Program Review submission to this point, please summarize the strengths and weaknesses of this unit. This response should be based on information from prior sections of this document. Please describe how the continuous improvement plans you propose below will capitalize on the strengths, mitigate the weaknesses, and improve student success.**

The number of programs offered by the Office of Student Engagement has increased almost 10 times during that past five years (from 39 to 358) and as such, so has the diversity of the types of programs that are being offered. This responsiveness and adaptability is a significant strength of the department. However, during this time the responses from students, faculty and staff indicate that the department is not consistent with promoting services.

**Collin College Service Unit Student Survey Results**

Aware and Use of Service Unit

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall 2014 | Spring 2017 | Spring 2019 |
| Are aware of Student Engagement | 62.7% | 65.7% | 54.8% |
| Have used Student Engagement | 30.2% | 47.6% | 41% |

With the student enrollment growth and additional campuses being built, it is imperative that the department solidify its program promotion and recognition. Along with this arises the need of individual event evaluation. While some programs, like New Student Orientation, provide students with an opportunity for evaluation, most do not. The acquisition of the online software for event tracking provides a basic level of assessment by capturing event participation but does not measure student satisfaction. With the addition of individual event evaluation and monitoring the outcomes through the Continuous Improvement Plan, the Office of Student Engagement will be working toward increasing overall success and awareness rates.

The Office of Student Engagement is not the only Student and Enrollment Services (SES) department to increase events for students. Colleagues in other departments have as well. This is posing a challenge for all areas to secure presentation space. In an effort to streamline event planning and maximize facilities, the SES division has started hosting a master event calendar meeting where all areas come together to plan events in coordination with one another. Collectively, all programs will go toward supporting student success.

**11. Complete the Continuous Improvement Plan (CIP) tables that follow.**

Within the context of the information gleaned in this review process and any other relevant data, identify unit priorities for the next two years, and focus on these priorities to formulate your CIP. This may include short-term administrative, technological, assessment, resource, or professional development outcomes as needed.

**Table 1. CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)**

|  |  |  |
| --- | --- | --- |
| **A. Expected Outcomes**  Results expected in this unit  (e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services) | **B. Measures**  Instrument(s)/process(es) used to measure results  (e.g. sign-in sheets, surveys, focus groups, etc.) | **C. Targets**  Level of success expected  (e.g. 80% approval rating, 10 days faster request turn-around time, etc.) |
| Increase student satisfaction with Office of Student Engagement staff. | IE Student Survey of Service Units courteousness of staff item. | 4.60 rating on a 5-point scale |
| Increase student participation in Office of Student Engagement activities. | IE Student Survey of Service Units knowledge of staff item. | 4.60 rating on a 5-point scale |
| Increase faculty and staff overall satisfaction with Office of Student Engagement services. | IE Faculty and Staff Survey of Service Units overall satisfaction with Office of Student Engagement services. | 4.55 rating on a 5-point scale |

**Continuous Improvement Plan**

**Outcomes might not change from year to year. For example, if you have not met previous targets, you may wish to retain the same outcomes. *If this is an academic, workforce, or continuing education program, you must have at least one student learning outcome.* You may also add short-term administrative, technological, assessment, resource, or professional development goals, as needed. Choose up to 2 outcomes from Table 1 above to focus on over the next two years.**

**A. Outcome** -Result expected in this unit (from column A on Table 1 above--e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services).

**B. Measure** -Instrument(s)/process(es) used to measure results (e.g. surveys, test results, focus groups, etc.).

**C. Target** -Degree of success expected (e.g. 80% approval rating, 10-day faster request turn-around time, etc.).

**D. Action Plan** -Implementation of the action plan will begin during the next academic year. Based on analysis, identify actions to be taken to accomplish outcome. What will you do?

**E. Results Summary** - Summarize the information and data collected in year 1.

**F. Findings** - Explain how the information and data has impacted the expected outcome and unit success.

**G. Implementation of Findings** – Describe how you have used or will use your findings and analysis of the data to make unit improvements.

**Table 2. CIP Outcomes 1 & 2**

|  |  |
| --- | --- |
| 1. **Outcome #1**   Increase student satisfaction with Office of Student Engagement staff. | |
| 1. **Measure (Outcome #1)** 2. IE Student Survey of Service Units, courteousness of staff item 3. Participant rating of events | 1. **Target (Outcome #1)** 2. 4.60 rating on a 5 point scale 3. 4.0 rating on 5 point scale in Cougar Connect |
| 1. **Action Plan (Outcome #1)**   Survey student organization officers on the courteousness of Student Life staff & retrain staff based on results. (Survey the student organization officers, as it is the group Office of Student Engagement has the most direct contact with and they are required to attend a mandatory training session.) | |
| 1. **Results Summary (Outcome #1) TO BE FILLED OUT IN YEAR 2** | |
| 1. **Findings (Outcome #1) TO BE FILLED OUT IN YEAR 2** | |
| 1. **Implementation of Findings (Outcome #1) TO BE FILLED OUT IN YEAR 2** | |

**Table 2. CIP Outcomes 1 & 2 (continued)**

|  |  |
| --- | --- |
| 1. **Outcome #2**   Increase student participation in Office of Student Engagement activities. | |
| 1. **Measure (Outcome #2)**   IE Student Survey of Service Units, knowledge of staff item | 1. **Target (Outcome #2)**   4.65 rating on a 5-point scale |
| 1. **Action Plan (Outcome #2)**   Meet with PR to review the Office of Student Engagement’s public relations process and coordinate with them on how to be more active on social media to increase participation. Meet with the Dean of Strategic Initiatives to market Student Engagement events in the new Collin College App. | |
| 1. **Results Summary (Outcome #2) TO BE FILLED OUT IN YEAR 2** | |
| 1. **Findings (Outcome #2) TO BE FILLED OUT IN YEAR 2** | |
| 1. **Implementation of Findings (Outcome #2) TO BE FILLED OUT IN YEAR 2** | |

## What happens next? The Program Review Report Pathway

1. **Following approval by the Steering Committee,**

* Program Review Reports will be evaluated by the Leadership Team
* After Leadership Team Review, the reports will be posted on the intranet prior to the Fall semester.
* At any point prior to Intranet posting, reports may be sent back for additional development by the department.

1. **Unit responses to the Program Review Steering Committee recommendations received by August 1st will be posted with the Program Review Report.**
2. **Leadership Team members will work with program supervisors to incorporate Program Review findings into planning and activity changes during the next five years.**

## Appendix A – Samples of program flyers

## Appendix B – Staff and Professional Development

|  |  |  |  |
| --- | --- | --- | --- |
| Employee Name | Role in Unit | Credentials | Professional Development since Last Program Review\*\* |
| Michael Gregorash | Full-Time Assistant Director of Office of Student Engagement | MA, BBA | Student Activity Fee Advisory Committee (SAFAC) 2014, 2015, 2016, 2017, 2018, 2019  MLK Power Leadership Breakfast 2014, 2015, 2016, 2017, 2018, 2019  All College Day, Fall 2014, 2015, 2016, 2017, 2018, 2019  All College Day, Spring 2014, 2015, 2016, 2017, 2018, 2019  Plagiarism Notification and Decision meetings 2014, 2015, 2016  Online Travel Software Training 2014-2015  Food Service Training – How to Improve Food in Cafeteria 2014-2015  Supervisor/Dept. Chair Training 2014-2015  Google Analytics Training (OrgSync) 2014-2015  Purchasing Procedures Annual Training 2014, 2015, 2016, 2017, 2018, 2019  Job Description Review and Compensation Study  Student Employment Supervisor Training 2014, 2015, 2016, 2017, 2018, 2019  Concur Travel Training 2014-2015  Budget Training 2014-2015  OrgSync Webinar iModules 2014-2015  OrgSync Webinar Budget 2014-2015  OrgSync Webinar Polishing Up Your Event Request Process 2014-2015  OrgSync/Campus Labs Connect Conference 2015, 2016, 2017, 2018, 2019  CougarMart Training 2014-2015  Emergency Communication Team Training 2015-2016  Director of First Impressions Conference, 2015, 2016, 2017  Banner 9 Training 2018 |
| Donna Okaro | Full-Time Assistant Director of Student Engagement | MA, BAAS, AA | MLK Power Leadership Breakfast 2014, 2015, 2016, 2017, 2018, 2019  All College Day, Fall 2014, 2015, 2016, 2017, 2018, 2019  All College Day, Spring 2014, 2015, 2016, 2017, 2018, 2019  Student Employment Supervisor Training 2014, 2015, 2016, 2017, 2018, 2019  Google Analytics Webinar 2014-2015  Concur Travel Training 2014-2015  Budget Training 2014-2015  Texas Junior College Student Government Association (TJCSGA) Annual Convention 2015  OrgSync/Campus Labs Connect Conference 2015, 2017, 2018,  Community College Day at the Capitol 2014  Director of First Impressions Conference 2015, 2016, 2017  Decision Making Skills 2015-2016  Problem Solving Training 2015-2016  Discipline Appeals Task Force (DATF) Training 2015-2016  Ad Astra Training 2016-2017  Association for the Promotion of Campus Activities Conference 2016-2017  Supervisor Training 2016-2017  Symplicity Training 2016-2017  Holistic Approach to Student Support 2016-2017  Understanding the Career Development Process 2016-2017  Global Career Development Facilitator Certification 2016-2017  Banner 9 Training 2018  Travel Training 2017-2018  Understanding Degrees, Majors, and Programs at Collin College 2017-2018  National Resume Writer Association Conference 2017-2018  Symplicity Training 2017-2018  Optimal Resume Training 2017-2018  Myers-Briggs Type Indicator (MBTI) Certification Training 2017-2018  LinkedIn Training 2017-2018  Engage Training 2017-2018 |
| Stephen Rogers | Full-Time Assistant Director of Student Engagement | MS, BS, AA | All College Day, Fall 2014, 2015, 2016, 2017, 2018, 2019  All College Day, Spring 2014, 2015, 2016, 2017, 2018, 2019  National Orientation Directors Association (NODA) Region 4 Conference 2014, 2015, 2016, 2017, 2018, 2019  National Orientation Directors Association (NODA) Annual Conference 2019  Student Employment Supervisor Training 2014, 2015, 2016, 2017, 2018, 2019  All College Council 2014-2017  Director of First Impressions Conference 2015, 2016, 2017  Disney Institute: Customer Service 2016  Supervisor Training Series 2016-2017  Annual Purchasing Training 2017, 2018, 2019  Purchase Card Training 2017-2018  TimeClock Training 2017-2018  Caspio Training 2017-2018  2-year Schools Webinar 2017, 2018, 2019  Mental Health First Aid Training 2019  Campus Labs Connect Conference 2017  National Association for Campus Activities (NACA) Region Conference 2017, 2018  Texas Junior College Student Government Association (TJCSGA) State Conference 2019 |
| Jovanna Dollins | Full-Time Student Engagement Specialist | BAA, AAS | MLK Power Leadership Breakfast 2014, 2015, 2016, 2017, 2018, 2019  All College Day, Fall 2014, 2015, 2016, 2017, 2018, 2019  All College Day, Spring 2014, 2015, 2016, 2017, 2018, 2019  Association for the Promotion of Campus Activities (APCA) - Houston, TX, 2015, 2019   |  | | --- | | OS Webinar: Events and Calendars as Engagement Tools | | QEP Info Session/Training | | OS Webinar: Showcasing Engagement w/ the Portfolio | | OS Webinar: Engaging students through professional exploration | | CPR Workshop | | OS Webinar: Creating a meaningful Co-Curricular Transcript | | OS Webinar: In Their Own Words: Reflection as a Powerful Pedagogy | | Basic Financial Planning | | Managing your Money | | Wise Use of Credit | | OS Webinar: Assessing Student Learning Outside the Classroom | | OS Webinar: Polishing Up Your Event Request | | OS Webinar: Utilizing Service Management System to Increase Volunteerism | | FERPA | | OrgSync Connect 2015 |   2015-2016  All College Day, Fall  All College Day, Spring   |  | | --- | | Collin Supervisor Practicum - Began | | Association for the Promotion of Campus Activities (APCA) - Houston, TX | | Hiring Practices | | Compensation Basics | | Leaves of Absence & FMLA | | Emergency Preparedness | | EED Laws & Discrimination Prevention for Higher Education | | Clery Act | | Unlawful Harassment Prevention from Higher Ed Staff | | Performance Review Fundamentals | | Ethics for Supervisors | | Delegating Tasks to Your Team |   2016-2017  All College Day, Fall  All College Day, Spring   |  | | --- | | OrgSync Connect 2017 | | Campus Labs Webinar: Program Review Made Simple | | Campus Labs Webinar: Closing the Assessment Look: Making Informed Decisions | | Developing Your Leadership Philosophy | | Effective Listening | | Leadership Fundamentals | | Management Fundamentals | | Coaching & Developing Employees | | Conflict Resolution Fundamentals | | Leading Change | | Communication across Generations: Millennials and Gen Z | | Change Management - Decision Making | | Problem Solving | | Safety and Security Practices | | Performance Evaluation Training | | Collin Supervisor Practicum - Completed | | College Success Webinar | | SOBI Training | | National Association Campus Activities Conference - Baltimore, MD | | Webinar: Higher Ed Law for New Professionals | | Microsoft Planner - First Look | | A Holistic Approach to Student Support |   2017-2018  All College Day, Fall  All College Day, Spring   |  | | --- | | Travel Training | | Respect and Inclusion - Power of Respectful Language | | Clery Act | | Supervisor Training - Module 1 | | Supervisor Training - Module 2 | | Workplace Zodiac - How Individuals Can Enable Your Team | | Annual Purchasing Procedures Workshop | | Comevo Webinar | | P-Card Training | | Engage Training | | Engaging Gen Z: Strategies from IT and Student Affairs | | Chart of Accounts Purchasing Training | | Banner 9 Training | |
| Brooke Hughes  Start Date: August 12, 2019 | Full-Time Student Engagement Specialist | MA., BA | 2019-2020  All College Day, Fall 2019, Spring 2020  P-Card Training, 2019  Travel Training 2019  Student Employment Supervisor Training  Green Zone Training, 2019  Mental Health First Aid Training, 2019 |
| Shayla O. Andrews  Start Date: October 21, 2016 | Full-Time Student and Enrollment Services Specialist | BS | MLK Power Leadership Breakfast 2017, 2018, 2019  All College Day, Fall 2017, 2018, 2019  All College Day, Spring 2017, 2018, 2019   1. Residency Training 2016, 2017, 2018 2. Understanding Degrees, Majors, and Programs 2016-2017 3. Director of First Impressions Conference 2016, 2017 4. FERPA Training 2016-2017 5. Campus Tour Training 2016-2017 6. Concur Training 2016-2017 7. Cross-Trained New Student Advising 2016-2017 8. Banner 9 Training 2018 9. Graduate School 2017-2018 10. Academic Planning Coach Training 2017-2018 11. Appreciative Advising: Introduction 2017-2018 12. Appreciative Advising: The Disarm Phase 2017-2018 13. Advising for Transfer Students 2017-2018 14. Disney Institute 2017-2018 15. Section 504 and Academic Accommodations Training 2017-2018 16. Staff Council 2017-2018 17. Designated School Official (DSO) Training 2017-2018 18. North Texas Council of College and University Registrars and Admission Officers Administrative Front Line Training 2017-2018 19. Student Employment Training 2017-2018 20. Veterans’ Affairs (VA) Advisory Board Green Zone Training 2017-2018 |

## 

## Appendix C - Benchmarking Institutions and Responses

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**Sinclair Community College (http://www.sinclair.edu/)**

* Program is called “Student & Community Engagement”
* https://www.sinclair.edu/student-life/sce/staff/
* Contact: Matt Massie (Manager), [matt.massie@sinclair.edu](mailto:matt.massie@sinclair.edu), 937.512.2956

Do they produce IDs?

No, we do not (registrar)

How much does an ID/Replacement cost?

1st one free; replacement is $5.00

Is it just an ID, or does it serve other functions?

The ID does currently serve other functions; however, we are looking at removing those other functions. The card still has a magnetic stripe card so that we can have funds placed on it (dining, vending machines). The college is looking at removing that function (financial ‘nightmare’). Not certain as to what the new model will look like

Do they have Student Organizations? How many?

Yes; we have 37 chartered (some come and go, minimum enrollment for an organization)

What is the registration process?

Must have 10 actively enrolled students, must have faculty/staff advisor, must have a completed and approved constitution, an advisor has to complete a training sponsored by our office, must abide by all rules and regulations of the college

What do Student Life/Activities handle?

Four primary functions in our department: Campus Life (clubs, organization, recreation, etc.), Leadership Development, Career Development (career services, employer relationships, career fairs, etc.), and oversee Student Senate (we also oversee the student conduct process to some extent).

What type of programming do they do?

Wide variety of programming; Welcome Week (actually 2 weeks of the semester – career, diversity, campus resources, civility campaign), Campus Rec Breaks (open gym – basketball, soccer, etc), Sinclair talks (weekly program – similar to Ted Talks; faculty/staff submit a topic for consideration), more traditional programs (harvest fest, spring fling, etc), Competition based events (ping pong tournaments, guitar hero tournaments – based on student population and interest)

Does your office handle/work with Orientation? If so, do you do it online or in-person?

We only participate as a stop along the route; a group of students will get to see what offices are available (resource fair). Done both online and in-person (being revised based on learner demographics)

Does your office run a leadership program?

Leadership – Ohio Fellows program – 43 years now – Greenleaf program of self-leadership; self opt-in the program, modules that they go through to work on self-leadership

Does anyone in your office also work in another office in another position?

Yes – an employee in my office works for me and is also the college’s conduct officer

Does your office handle student fee responsibilities (SAFAC)?

We allocate funds to each chartered student club (as long as they do not have an external affiliation). Each chartered organization receives $400 a year (we do not have access to additional student fees)

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**Tulsa Community College (https://www.tulsacc.edu/)**

* Program is called “Student Life”
* Could not find a website for the department
* https://www.tulsacc.edu/programs-courses/employee-directory
* Contact: Jon Herring (Coordinator), [Jon.herring@tulstacc.edu](mailto:Jon.herring@tulstacc.edu), 918.595.7273

Do they produce IDs?

Yes

How much does an ID/Replacement cost?

No cost if they get their ID before August 1st. (after that, the replacement cost is $20)

Is it just an ID, or does it serve other functions?

It is an ID – Smart ID (chip in card); Scan card is used to scan into the fitness center, some limited access doors in nursing, and IT department with secure ID.

Do they have Student Organizations? How many?

YES / Over 30 approaching 40 (varies depending on how many are active)

What is the registration process?

They just changed to a brand new process. For a new organization, groups must obtain ten student signatures, one advisor, write a constitution, and must obtain approval from Dean of Student Life and Vice President. (primarily to make sure that the language is correct)

We use PRESENCE (presence.io), which is an online system

What all do Student Life/Activities handle?

Handle student organizations (4 different campuses) maintain travel budgets and spending. Sells discounts tickets (movies, ballet, Broadway performances), handle facilities (do all the scheduling for those rooms, kind of like hospitality), student programming (print out monthly calendar, mostly educational and some fun activities as well; lunch and learn), lot of collaboration, we have fitness centers (we have a director with 4 managers), weight machines, rock climbing walls

What type of programming do they do?

Mostly educational with some fun activities as well. Print out monthly calendars, lunch and learn, a lot of collaboration, we have fitness centers (we have a director with four managers), weight machines, rock climbing walls.

Does your office handle/work with Orientation? If so, do you do it online or in-person?

We used to control Orientation until two years ago; now, it is run by the new Orientation Director.

Does your office run a leadership program?

40 students in, do Pathways (6 – 8 schools), each school is allotted a certain amount of money, program with Advisement

Does anyone in your office also work in another office in another position?

No

Does your office handle student fee responsibilities (SAFAC)?

We have set aside funds that we have received through the Student Government Association (for trips, special projects, etc.). There is also a higher level in Vice President through Financial Services. We do also have a rewarding process: if an organization completes a certain number of checklist items, they can receive up to $250 - $750 funds in a calendar year (January – December) through tiered funding

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**William Rainey Harper College (aka Harper College - https://www.harpercollege.edu/)**

* Program is called “Center for Student Involvement”
* https://www.harpercollege.edu/services/involvement/index.php
* https://www.harpercollege.edu/about/directory/index.php
* Contact: 847.925.6242

Does your office produce IDs?

No, our Box Office produces student ID’s (under the division of Student Affairs).

How much does an ID/Replacement cost?

$5

Is it just an ID, or does it serve other functions?

Students receive $50 worth of printing at any campus computer (connected to a printer), which is utilized through their ID. Students must also present their ID to check-in at our campus recreation center.

Do you have Student Organizations? How many?

Yes, 70 student organizations.

What is the registration process?

See attached.

What all do Student Life/Activities handle?

Overview of all clubs and student organizations, supervision of the Center for Veterans and Military-Connected Students, coordination of the homeless and food insecure programming (food pantry/student needs assessment & resources), provides free legal guidance, oversees club office space and the student center, budget, representation on various shared governance committees and task forces.

What type of programming do you do?

Diversity and inclusion, stress relief, co-curricular engagement, intramurals, educational, social capital building, graduation and convocation support, welcome week, involvement fairs, and volunteer fairs.

Does your office handle/work with Orientation? If so, do you do it online or in-person?

No, orientation is hosted by the Center for New Students, and held in person.

Does your office run a leadership program?

We offer leadership workshops throughout the year but not a consistent program.

Does anyone in your office also work in another office in another position?

Yes, we have a Secretary that works two days a week in the Center for Student Involvement and three days a week in the Dean of Students office. Both offices have a full-time administrative assistant.

Does your office handle student fee responsibilities? (here at Collin, we have a committee called SAFAC – Student Activity Fee Advisory Committee.  As the students here pay $2.00 per credit hour, our committee is in place to accept submissions for requests for funding, and the committee meets once a month to hear those requests to determine if that group would receive full funding, partial funding or no funding.)

The Dean, Associate Dean, and Manager for the Center for Student Involvement oversee the student activities fees. Student Organizations apply for funding each year, and the funds are determined based on the overall budget, level of activity, and goals for the year.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**Eastern Florida State College (formerly Brevard Community College)**

**Palm Bay**

Ancel Robinson, Student Life Coordinator,  
[robinsona@easternflorida.edu](mailto:robinsona@easternflorida.edu), 321.433.5374

Do they produce IDs?

No - Security Office

How much does an ID/Replacement cost?

Free 1st, $10 replacement fee

Is it just an ID, or does it serve other functions?

The ID gives the student access to ride the city bus free

Do they have Student Organizations? /How many?

Yes, 12 on this campus (3 other campuses & not sure of them)

What is the registration process?

Find a sponsor, get 20 signatures, Activation Form, advisor agreement form, copy of club bylaws, give to a coordinator for processing of six signatures

What all do Student Life/Activities handle?

SGA, Ambassadors, 90% of events on campus, all club events.

What type of programming do they do?

Welcome back, club rushes, health fair, all history months (Black, Women's, Hispanic), green dot week (bystander & violence)

Does your office handle/work with Orientation? If so, do you do it online or in-person?

NO

Does your office run a leadership program?

Yes, networking - especially with city professionals, resumes, portfolios, personality assessments, etiquette, listening skills.

Does anyone in your office also work in another office in another position?

NO

Does your office handle student fee responsibilities (SAFAC)?

NO

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**Central Piedmont Community College**

Demika Wallace, Administrative Assistant II, 704.330.6584

Do they produce IDs?

No, Admissions, and Registration. Student Life pays for equipment and maintenance cost.

How much does an ID/Replacement cost?

$5

Is it just an ID, or does it serve other functions?

Library, Financial Aid used to purchase books, discount bus passes

Do they have Student Organizations? How many?

Yes, over 70 active clubs and organizations

What is the registration process?

Paper applications, scan or turn in paperwork, minimum of 10 students, then goes to SGA for voting.

What all do Student Life/Activities handle?

SGA, PTK, provide graduation regalia for PTK, oversee all events (6 campuses – 1 coordinator for each campus)

What type of programming do they do?

Pamper Relief – stress-free - (mobile massage, coloring), welcome week – guide students to classes, maps, general questions, club fair, popcorn, ice cream, other food, giveaways, something different every day for welcome week (just one week), all six campus do the same.

Does your office handle/work with Orientation? If so, do you do it online or in-person?

No, but assist if the Orientation department needs help.

Does your office run a leadership program?

Ruth G. Shaw – former president – scholar program for women, LEAD (each campus has a different type of leadership program, mentorship (largest).

Does anyone in your office also work in another office in another position?

NO, but work with Service Learning.

Does your office handle student fee responsibilities (SAFAC)?

No, but SGA oversees the funds. Student fees pay salaries.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**Diablo Valley College**

Ashley Murdock, Office Assistant

925.969.4267

[amurdock@dvc.edu](mailto:adondero@dvc.edu)

Do they produce IDs?

Yes.

How much does an ID/Replacement cost?

Black & white is free; color ID is $4 / $4 replacement for both.

Is it just an ID, or does it serve other functions?

Load money on card so they can use it to print, OrgSync card swipe.

Do they have Student Organizations? How many?

Yes, SGA and over 70 active clubs.

What is the registration process?

OrgSync.

What all do Student Life/Activities handle?

Multicultural Cultural Center, Food Pantry, Study Space, Computer Lab, IDs at the front desk, programming on campus.

What type of programming do they do?

Lunch workshops, college success brown bags, multicultural events, welcome week (1 day), awareness months, club day, stress-free (yoga).

Does your office handle/work with Orientation? If so, do you do it online or in-person?

No.

Does your office run a leadership program?

Yes, Multicultural Center does that programming, which is still being developed as it is new.

Does anyone in your office also work in another office in another position?

One Administrative works ½ time for conduct office and ½ time Student Life financials.

Does your office handle student fee responsibilities (SAFAC)?

SGA approves the funds.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**San Jacinto College***- Department: Office of Student Engagement & Activities*

<https://www.sanjac.edu/engage>

Daniel Byars, Coordinator (South Campus) [daniel.byars@sjcd.edu](mailto:daniel.byars@sjcd.edu)

Enrollment 30,000 on 4 campuses and online.

Does your office handle/work with Orientation? If so, do you do it online or in-person?

No. separate orientation and campus tours office

Does your office run a leadership program?

Yes, the entire leadership program branded on emerging leaders (all-day conference in September, February emerging leaders retreat and focus within. Each month leadership workshops and three community service (weighing co-curricular transcript versus certificate)

Does anyone in your office also work in another office in another position?

Team orientated and worked together across Student Development and helping other campuses. All staff dedicated to our office. Coordinators run each campus with one full-time specialist and one administrative assistant.

Does your office handle student fee responsibilities (SAFAC)?

No student activity fee. Our budget comes from the general student development budget. College does allocate funds for student organizations based on campus.

Do they produce IDs?

No. Ids are produced out of the Admissions Office

How much does an ID/Replacement cost?

No. 1st one free, replacements $10 (use semester stickers)

Is it just an ID, or does it serve other functions?

Check-in at Game Room, attendance at events, Library

Do they have Student Organizations? /How many?

Yes. Have about 90 amongst all three campuses. The student organization is predominantly registered by campus.

What is the registration process?

Returning student groups have the first 30 days to renew with updated contact information, signed updated constitution (paper process), and training. All new groups do the same process and complete training (2 officers, one advisor) before being recognized — open enrollment for new groups.

What all do Student Life/Activities handle?

General campus events, clubs, and activities, food pantry, leadership, service, game room, all cultural awareness, pathways events.

What type of programming do they do?

Do whatever is needed, Average about three events per week. Make uniform amongst campuses, minor variation (programs to meet needs of campus). Work together with faculty and departments on programs.

Events this week: Thank a Vet event (Snap Chat), Diabetes Health Fair, and Stem Fair Pathways in cooperation STEM Career center, Food Pantry birthday bash (SE event), Bystander training (SE Event), Self Defense class with Police. A mix of times but mostly 11-2 pm), outside in student center or open area. 75% of events are come and go and meeting learning outcomes — 25 % workshops. Every program has a learning outcome. Every campus to do the same thing (1 evening a month, but not good turnout. Evening programs have been Fall fest, movie night, general studies, and scantrons. Food Pantry is out of storage closet (work with the local food bank, donated by faculty/staff, food provided through Foundations and local groups). They try not to do the same thing over and over. Base everything on assessments.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**Sierra College**-Department: Campus Life

<https://www.sierracollege.edu/student-services/campus-life/index.php>

Mary Vogel- Administrative Assistant-Rocklin Campus

Nate Conklin-(Nevada County) [nconkle@sierracollege.edu](mailto:nconkle@sierracollege.edu)

Enrollment: 55,000 on 4 campuses and 1 site

Does your office handle/work with Orientation? If so, do you do it online or in-person?

No

Does your office run a leadership program?

Teach Leadership Course, Tenure-tracked faculty position. Full-time Faculty and does this on side

Does anyone in your office also work in another office in another position?

No

Does your office handle student fee responsibilities (SAFAC)?

Activity sticker $10 per semester Student Senate, Campus Activities, and student groups come from student senate. They can opt-out

Do they produce IDs?

Used to, but now by Library/Admissions & records

How much does an ID/Replacement cost?

N/A

Is it just an ID, or does it serve other functions?

Some events are for sticker holders; lawyer comes for free sessions, discount at bookstore

Do they have Student Organizations? /How many?

YES. 30 active clubs (activate anytime) new & 3 active clubs

What is the registration process?

Activation paperwork (Paper)

What do Student Life/Activities handle?

Looking to Wolverine week and club rush and table, costume contest, New coordinator, previous one was there for 16 years, Game nights, dinner with the dean, club fair, treats and healthy snacks (2-3 programs a month)

What type of programming do they do?

NCC-Separate programming, a separate budget, separate

Try to maintain consistency, but hard to do the same thing (similar but much smaller)

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**Palm Beach State College:** Department: Student Activities

[**https://www.palmbeachstate.edu/studentactivities/default.aspx**](https://www.palmbeachstate.edu/studentactivities/default.aspx)

Nefi Narvaez, Student Life Specialist 561-568-3179 [narvaezn@palmbeachstate.edu](mailto:narvaezn@palmbeachstate.edu)

Enrollment: 49,000 on 5 campuses

Does your office handle/work with Orientation?

If so, do you do it online or in-person? No, done through registration.

Does your office run a leadership program?

We model legislature, Center for Student Leadership Year-long with a different task (Bronze, Silver, gold), create their workshop and present and speakers. Schools wanted to push them to learn about Legislature.

Does anyone in your office also work in another office in another position?

No

Does your office handle student fee responsibilities (SAFAC)?

Yes, they do and separate money by campus.

Have ENGAGE

Do they produce IDs?

No

How much does an ID/Replacement cost?

n/a

Is it just an ID, or does it serve other functions?

Event tracking (ENGAGE and printing)

Do they have Student Organizations? /How many?

Each Campus manage their clubs. 103 clubs

What is the registration process?

Hybrid, can do paper process or do Engage (Election)

What all do Student Life/Activities handle?

Student organizations, funding, ten different district programs, each separate campus identity (Sports Clubs, Model UN), in charge of Title IX

What type of programming do they do?

2 per week

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**Oakland Community College**-Department: Student Life

<https://www.oaklandcc.edu/studentlife/default.aspx>

Stacey Jackson, Associate Dean of Student Services [snjackso@oaklandcc.edu](mailto:snjackso@oaklandcc.edu)

Enrollment: 17,000 on 5 Campuses

Does your office handle/work with Orientation?

Primarily, this is handled by the Admissions department. We do have a mandatory online orientation for all new students.

Does your office run a leadership program?

Yes

Does anyone in your office also work in another office in another position (one of our staff members oversees Office of Student Engagement and Career Center?

The Associate Deans of Student Services oversees Student LIFE, as well as manages staff for enrollment/counseling and faculty secretaries. Special projects and committee appointments, as well.

Does your office handle student fee responsibilities?

Upon registration for courses, students are assessed a student registration fee, and some courses have additional fees

Do they produce IDs?

Students are encouraged to have a college ID made available to them by the College Bookstore

How much does an ID/Replacement cost?

First one is free, replacement is $15

Is it just an ID, or does it serve other functions?

**Raider One ID Card** - serves as your official College ID

**Library Services** - used for borrowing privileges from local and state resources **Raider One iROC Cash** - used for print/copy services, Raiders Store and café purchases

Do you oversee clubs and organizations? If yes, what is the registration process for clubs/student organizations?

Yes, these are outlined on our website –under Student LIFE-student organizations

What does the Student Life office handle?

Explained on our website

What type of programming do you do (average per week)?

I approve and manage the student organization that offers any programming.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**Mesa Community College** (part of Maricopa Community College District)-Department: Student Life & Leadership

<https://www.mesacc.edu/student-life>

Erica Horihan, Coordinator for Student Life & Leadership [erica.horihan@mesacc.edu](mailto:erica.horihan@mesacc.edu)

Enrollment: 20,000 on two campuses and one site

Student Life & Leadership (1 coordinator, 1 Manager oversees (SLL, Career Services, Child Development), two advisors

Does your office handle/work with Orientation?

If so, do you do it online or in-person? Used to, but help with tours. Give three times a day.

Does your office run a leadership program?

SGA is through the department, leadership retreats, one-day leadership retreat, off-campus conference Workshops throughout the year with clubs. 3-day retreat-Student teach workshops (10 different)

Does anyone in your office also work in another office in another position?

Just manager

Does your office handle student fee responsibilities (SAFAC)?

$35 fee, seek from Student Senate for money

Do they produce IDs?

Enrollment center (used to 3 years ago)

How much does an ID/Replacement cost?

$5

Is it just an ID, or does it serve other functions?

Library, Fitness Center, not a lot of function, use for Food Pantry, printing

What is the registration process?

Form to be turned in each semester, training each semester, (NEW CLUB PACKET, get 25 signatures and 5 HAVE TO BE IN THE CLUB, SGA AND Student Life for approval, then VP for approval. Get officers and advisors trained. Start a group at anytime

What does Student Life & Leadership handle?

Student Activities, Co-Curricular Events, Leadership Retreats, Clubs & Organizations, Food Pantry, Housing Guide, Discount bus, pass emergency grants. 40-45 student clubs (PTK and Psi Beta at both)

What type of programming do they do?

Resource Fairs, passport system (punches), health fair, speakers, connecting with faculty and cultural heritage months, 2-3 events per week, helping with events, not just solely departments. Food Pantry can get food when we are open. Get 10 items per week (gab and thing cook), five hygiene products, once a month with distribution from local pantry. SGA sponsors a food voucher. Pantry is stocked by Food drive, partnership with food banks, donation-based Grant from Kroger to stock and buy meals. Clothes donation.

## Appendix D – Previous Continuous Improvement Plan (CIP)

| A. Outcomes(s)  Results expected in this department/program | D. Action Plan Years 5 & 2  Based on the analysis of the previous assessment, create an action plan, and include it here in the row of the outcomes(s) it addresses. | E. Implement Action Plan  Years 1 & 3  Implement the action plan and collect data | F. Data Results Summary  Years 2 & 4  Summarize the data collected | G. Findings  Years 2 & 4  What does the data say about the outcome? |
| --- | --- | --- | --- | --- |
| Increase student satisfaction with the courteousness of Student Life staff. | Survey student officers regarding the courteousness of Student Life staff and retrain staff based on results. | Implement the plan and collect data. | 2012: 4.36 rating on a 5.0 scale (n=311 students)  2014: 4.48 rating on 5.0 scale (n=271 students) | Target Met: a modest increase in perception of courteousness of staff between years |
| Increase student satisfaction with the knowledge of Student Life staff. | Hold a district-wide training session of Student Life staff members in August. Create a “best practices” guide for office use. | Implement the plan and collect data. | 2012: 4.37 rating on a 5.0 scale (n=308 students)  2014: 4.49 rating on a 5.0 scale (n=271 students) | Target Met: a modest increase in perception of courteousness of staff between years |
| Increase faculty and staff overall satisfaction with Student Life services. | Use comments from faculty and staff survey to identify reasons for dissatisfaction regarding overall satisfaction with Student Life services and retrain staff addressing these results. | Implement plan and collect data. | 2012: 4.45 rating on a 5.0 scale (n=220 faculty)  2014: 4.26 (n=208 faculty) | Target Met: a modest increase in faculty and staff overall satisfaction between previous years and 2012. There was a slight decrease between 2012 and 2014; however, this still represents an increase over the years prior to 2012. |