<center>**COMPTON COLLEGE**
STUDENT SERVICES
STUDENT DEVELOPMENT

PROGRAM REVIEW
FALL 2018</center>

PROGRAM DESCRIPTION

1. **Describe the program. How does the program link to the College's mission statement, statement of values, or strategic initiatives?**

PROGRAM OBJECTIVES:
The Student Life Office is organized to function within the framework of Compton College's overall mission by "providing students with educational opportunities and support mechanisms necessary for developing the skills and attitudes required to function successfully in academic, occupational, social and personal life situations."

To accomplish this goal, the Student Life Office places a high priority on involving students in the planning, implementation, and evaluation of a full spectrum of programs, activities, and services designed to meet the aforementioned needs.

Based on the concept of "incidental learning" or learning through participation, students are actively engaged in four major areas of responsibility of the Student Life Office which include:

    (1) Student Activities
    (2) Student Services
    (3) Student Government/Campus Clubs and Organizations
    (4) Student Involvement in Shared Governance

SUPPORT OF COLLEGE'S MISSION AND VISION STATEMENTS:
The Compton College's Student Life Office supports the El Camino College mission of offering quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community. To help students reach their educational goals, the Student Life Office offers opportunities to expand lessons that are taught in the classroom. This goes beyond the scope of regular learning – and enhances the overall educational experience.

The five core values of People, Respect, Integrity, Diversity, and Excellence are all part of the daily operations coordinated by the unit's administration and staff – which, in turn, is carried out by faculty members and representatives of student leadership groups and their activities.

SUPPORT OF STRATEGIC INITIVIATIVES:
The Student Life Office supports the campus strategic initiatives through a series of regular programs, services, activities, and events through the following ways:

A. Student Learning – Support student learning using a variety of effective instructional methods, educational technologies, and college resources.
   Enhance teaching by offering extracurricular learning opportunities outside of the classroom (Fall 2015, Cesar Chavez Day Presentation; Fall 2015, McFarland USA, Screening and Panel Discussion; Spring 2016, Martin & Music, A Dramatic Portrayal of Dr. M.L.K's Speeches; Spring 2016, Victim-Witness Assistance Program presentation from Los Angeles County District Attorney's Office, Cesar Chavez Day, Spring 2018, International Women's Day, Spring 2018, Forced Migration discussion, Fall 2018, Latin Film Festival, Fall 2018).

B. Student Success & Support – Strengthen quality educational and support services to promote and empower student learning, success, and self-advocacy.
   Strengthening quality educational and support services through leadership programs and student incentives (ASB sticker program, athletic events)

C. Collaboration – Advance an effective process of collaboration and collegial consultation conducted with integrity and respect to inform and strengthen decision-making.
   Fostering a positive learning environment by working with faculty and advisors in many areas (Associated Student Body Student Government officers serving on all major campus committees; Cultural events and activities; Collaborating with faculty on Latino Heritage Month and Black History Month committees; Hosting Associated Student Body Awards Banquet to recognize students and staff).

D. Community Responsiveness – Develop and enhance partnerships with schools, colleges, universities, businesses, and community-based organizations to respond to the educational, workforce training, and economic development needs of the community.
   Developing and enhance partnerships in the community with the Associated Student Body card promotions and invitations to guest speakers (Partnered with local businesses to offer discounts to students; Free giveaways to students with Associated Student Body sticker during the academic year).

E. Institutional Effectiveness – Strengthen processes, programs, and services through the effective and efficient use of assessment, program review and planning and resource allocation.
   Improving processes, programs, and services/Supporting facility and technology improvements through the appointment of student representatives on each major campus committee (Associated Student Body Student Government officers serving on all major campus committees).

F. Modernization – Modernize infrastructure and technological resources to facilitate a positive learning work environment.
    Supporting facility and technology improvements to meet the needs of students, employees, and the community (Associated Student Body Student Government officers successfully worked with campus administration to implement a new campus WiFi project).

2. Describe the student population served by the program using available data.

Campus Data (Fall 2015)			Campus Data (Fall 2016)			Campus Data (Fall 2017)		
Enrollment:		7,528	Enrollment:		7,548	Enrollment:		7,422
Enrollment Level			**Enrollment Level**			**Enrollment Level**		
Full-Time:	1,767	25.1%	Full-Time:	1,645	23.7%	Full-Time:	1,460	19.7%
Part-Time:	5,267	74.9%	Part-Time:	5,306	76.3%	Part-Time:	5,962	80.3%
Gender			**Gender**			**Gender**		
Female:	4,684	63.1%	Female:	4,840	64.1%	Female:	4,700	63.3%
Male:	2,763	36.9%	Male:	2,707	35.9%	Male:	2,722	36.7%
Age			**Age**			**Age**		
17-U:	387	5.82%	17-U:	650	8.6%	17-U:	685	9.2%
18-19:	1,357	18.3%	18-19:	1,376	18.2%	18-19:	1,222	16.5%
20-24:	2,746	18.3%	20-24:	2,642	35.0%	20-24:	2,712	36.5%
25-29:	1,251	16.8%	25-29:	1,303	17.3%	25-29:	1,286	17.3%
30-39:	959	12.9%	30-39:	882	11.7%	30-39:	944	12.7%
40-49:	426	5.7%	40-49:	386	5.1%	40-49:	348	4.7%
50+	302	4.1%	50+	309	4.1%	50+	225	3.0%
Ethnicity			**Ethnicity**			**Ethnicity**		
Latino:		58%	Latino:		58%	Latino:		63%
African-American:		30%	African-American:		30%	African-American:		25%
Asian:		5%	Asian:		5%	Asian:		5%
White:		3%	White:		3%	White:		3%
Two or More Races:		3%	Two or More Races:		3%	Two or More Races:		3%
American-Indian:		1%	American-Indian:		<1%	Other		1%
Pacific Islander:		<1%	Pacific Islander:		<1%			
Cities			**Cities**			**Cities**		
Compton:		27%	Compton:		28.5%	Compton:		28.8%
Los Angeles:		15.5%	Los Angeles:		14.7%	Los Angeles:		14.2%
Long Beach:		14.4%	Long Beach:		13.1%	Long Beach:		11.9%
Lynwood:		8.7%	Lynwood:		9.6%	Lynwood:		9.9%
Carson:		5.1%	Carson:		5.3%	Carson:		4.7%
Torrance:		3.1%	Torrance:		2.7%	Torrance:		3.1%
Class Times			**Class Times**			**Class Times**		
Daytime:	3,394	51.7%	Daytime:	3,727	58.5%	Daytime:	3,722	50.1%
Day & Evening:	1,751	26.8%	Day & Evening:	1,469	23.1%	Day & Evening:	1,227	16.5%
Evening:	1,411	21.5%	Evening:	1,170	18.4%	Evening:	1,155	15.6%

Educational Goals			Educational Goals			Educational Goals		
Transfer	3,186	52.2%	Transfer	3,590	54.4%	Transfer	3,590	54.4%
Undecided	1,186	20.2%	Undecided	1,347	20.4%	Undecided	1,347	20.4%
Degree/Certificate	637	10.8%	Degree/Certificate	728	11.0%	Degree/Certificate	728	11.0%
Basic Skills/GED	403	6.9%	Basic Skills/GED	443	6.7%	Basic Skills/GED	443	6.7%
Retrain/Recertification	341	5.8%	Retrain/Recertification	3.46	5.2%	Retrain/Recertification	346	5.2%
Enrichment	122	2.1%	Enrichment	151	2.3%	Enrichment	151	2.3%
Transfer Destinations			Transfer Destinations			Transfer Destinations		
CSU		307	CSU		366	CSU		366
UC		62	UC		66	UC		66
Private		43	Private		35	Private		35
Out-of-State		69	Out-of-State		49	Out-of-State		49
*From Compton College Facts and Figures (Research and Planning, Fall 2015)			*From Compton College Facts and Figures (Research and Planning, Fall 2016)			*From Compton College Facts and Figures (Research and Planning, Fall 2017)		

Associated Student Body Members

The 2015-16 group of student leaders is comprised of 11 Student Government officers, ranging from age 19 to age 26. Of the 11 members, four were male and five were female – and three of the four executive officers were female. The membership consisted of Latino (7) and Black (4) students.

The 2016-2017 ASB comprised of upwards of 8 members, but by the end of the year, only 5 remained. Four were male and one was female. Three of the four executive members were male. It also consisted of 3 Black and 2 Latino students.

The 2017-2018 ASB comprised of 11 members, but only 4 remained by the end of the year. All were female and Latina.

The 2018-19 ASB comprised of 11 members, four were male and seven were female – and two of the four executive officers were female. The membership consisted of Latino (7) and Black (4) students.

Fall 2015 – Student Clubs

Alpha Gamma Sigma	Ice Breakers
Brothers 2 Brothers	Japanese Animation Club
Compton Car Club	Latin Social Dance
Early Educators Club	Music Club
Entrepreneurship Club	Transfer Club
First Year Experience	Speech and Debate Team
Gay-Straight Alliance	Welding Club

Fall 2016 – Student Clubs

IOTA KAPPA CHI	Strikers Welding Club

M.U.S.I.C.   United Dreamers Club

Fall 2017 – Student Clubs
APISA   F.I.S.T.
Art Club   Ice Breakers
Cosmonistas   Studio 22

Fall 2018 – Student Clubs
Art Club   Film Club
Auto Collision + Repair Students Assoc.   F.I.S.T
Automotive Technology Club   Tee Time Tartars Golf Club
Black Student Union (BSU)   The Concert Community Choir
Chayah Club

3. **What happens after students participate in the program's activities? If applicable, address whether students are successful in meeting their educational goals.**

There are four (4) distinct areas of the Student Development program's activities:

1. Student Services
2. Student Activities
3. Student Government
4. Student Involvement in Shared Governance

Overall, it shall be noted that the Student Government aspect shall be the activity that can be assessed based on the involvement in activities and subsequent educational goals and pathways.

Members of the Associated Student Body Student Government currently do not have a specific counselor, who could help track and identify measurable standards and goals. In general, the majority of the current Associated Student Body Student Government officers who were on track to graduate and transfer accomplished their goals. Of the 11 Student Government members in 2015-16, two were accepted to major universities and the remaining members are expected to graduate and transfer in 2017. For 2016-2017, four were accepted into major universities and one continued at Compton College to finish their required classes to transfer. For 2017-2018, three remained at the school in order to complete their units to transfer, one left the campus with her Associates Degree.

For each year, the ASB members maintained the required 2.5 GPA throughout the academic term to remain eligible in good standing.

4. **List notable achievements that were linked to the College's strategic initiatives that have occurred since the last Program Review.**

    Since the last Program Review in 2008, significant achievements were made in the areas of A, B, D, and F by successfully implementing the Associated Student Body Card fee; and in areas B, C, and G with the implementation of a smoke-free campus board policy.

    The Associated Student Body Card fee was implemented by a process of campus engagement that dates back to the 2004-2005 academic year. In Spring 2010, ASB Election Ballot, 73% of the Compton Center student voters approved a measure to restore the Student Services Fee. In addition, the ASB was able to pass a resolution to implement the $10.00 optional Student Activity Fee for Compton College Students. Over the course of the 2015-2016 academic term, the ASB continued to advocate students to pay the optional fee for the benefit of the student body and campus community.

    The ASB assisted with the implementation of a smoke-free campus board policy by being involved in the Health and Safety Committee and advocate to the campus community for the need for the Compton College to be a smoke-free campus.

5. **What prior Program Review recommendations were not implemented, if any, and why? What was the impact on the program and the students?**

    There were several recommendations that were not implemented, including:
    *   Effective Group Functioning Check List
    *   Campus Committee Student Representative Feedback Form
    *   Service Log Maintenance and Analysis
    *   Internal Program Review
    *   Hiring of Student Lounge Attendant
    *   Full funding of technology/equipment requests.

    Reasoning for these recommendations to not be implemented is unknown at this time. Ongoing analysis and assessment shall be done to make recommendations for possible changes, abandonment and/or progression of the various recommendations.

    The overall positive impact on students was evident through student engagement and involvement on campus; however this was a challenging few years with the change of leadership, including two Deans, three Directors, and one Coordinator. The Director also oversees the daily operations of the athletic department. Forms, reports and historical documents for the Program Review were lost in the transition. Without additional staff or funding, students are not offered the same services as some other local and regional community colleges.

The plan for future progress is to work with the department leadership, including the student activities coordinator, student leaders, campus institutional researcher, and appropriate staff to complete the previous recommendations.

Program Environment

1. **Discuss the program environment. Where is the program located? Does the program have adequate resources to provide the required programs and services to staff and students? If not, why?**
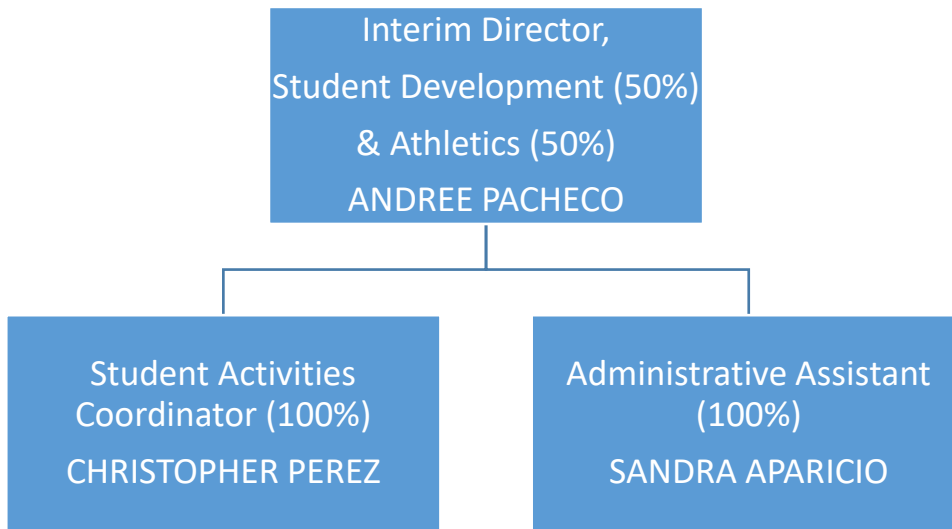
   The program environment is positive and has a great tradition during the history of the campus. The Student Life Office is located in R-61, which houses the various entities including the Associated Student Body Offices.

   Overall, the resources afforded to the Student Life Office were able to sustain its operations based on the 2017-18 academic school year. Without having more empirical data, it is difficult to address the adequacy of the resources; however, a continued review of resources may give a better understanding moving forward.

2. **Describe the number and type of personnel assigned to the program. Please include a current organizational chart.**

   The Student Life Office was staffed by the administrator (Director of Student Development & Athletics), and two full-time classified employees (the Administrative Assistant and the Student Activities Coordinator) during the 2017-18 academic year.

Fall 2018 Organizational Structure

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┌─────────────────────────────┐
│      Interim Director,       │
│  Student Development (50%)   │
│       & Athletics (50%)      │
│       ANDREE PACHECO         │
└─────────────────────────────┘
          │
   ┌──────┴──────────┐
┌──────────────────┐  ┌──────────────────┐
│ Student Activities│  │  Administrative  │
│ Coordinator (100%)│  │  Assistant (100%)│
│ CHRISTOPHER PEREZ │  │ SANDRA APARICIO  │
└──────────────────┘  └──────────────────┘
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Note: The Student Life Office also employs 3-5 student workers from Federal Work Study/CalWORKS who are limited to 20 hours per week each and reports to the Administrative Assistant.

The Student Life Office previously employed two full-time administrative assistants and a full-time student lounge attendant. The Director (who also oversaw the Athletics Department and a staff of 35-40) was often busy with handling student discipline and student complaints. Meeting with students facing disciplinary action, working with campus police, interviewing staff/faculty/students takes a considerable amount of time – and often took priority over all other business. The Director attended regular campus meetings, and was often away from campus for meetings with athletic state conferences and at El Camino College in Torrance for management forums. The Director also had advisor oversight of weekly Associated Student Body Student Government meetings and was in charge of all home athletic events – more than 30 each semester. This provided little time for staff and student leadership development or outreach efforts.

The coordinator is the co-advisor of the Associated Student Body Student Government and is in charge of all campus student clubs and organizations. Other regular duties include attending all Associated Student Body Student Government and Inter-Club Council meetings and making sure all business is in order to follow campus and board policies. The position also requires organizing and supervising campus life activities and events, sometimes during the evening and on weekends. The coordinator is also the lead person for Associated Student Body, ASB Banquet, Academic Awards Tea banquets, and co-lead for commencement.

Attending campus meetings and organizing student leadership activities is also part of regular business.

The administrative assistant is the unofficial office manager, greeting students and guests, answering phones, scheduling and training student-workers, taking student and staff ID card photos, assisting the Associated Student Body Student Government with financial reports and paperwork, inputting requisitions, and making sure Associated Student Body Student Government and Inter Club Council documents are in order. This person is also a key member for all student awards ceremonies and commencement. Other duties include producing fliers, banners, programs, invitations for year-round activities, e.g. Black History Month, Latino H. Month, Cinco de Mayo, Martin L. King Celebration, etc. process Student Insurance claims and follow up correspondence, keeping campus bulletin boards updated with current information. The Administrative Assistant role serves by performing a variety of administrative support duties for the Student Life Office. The position also served as the first contact for any questions regarding student government, activities, and procedures.
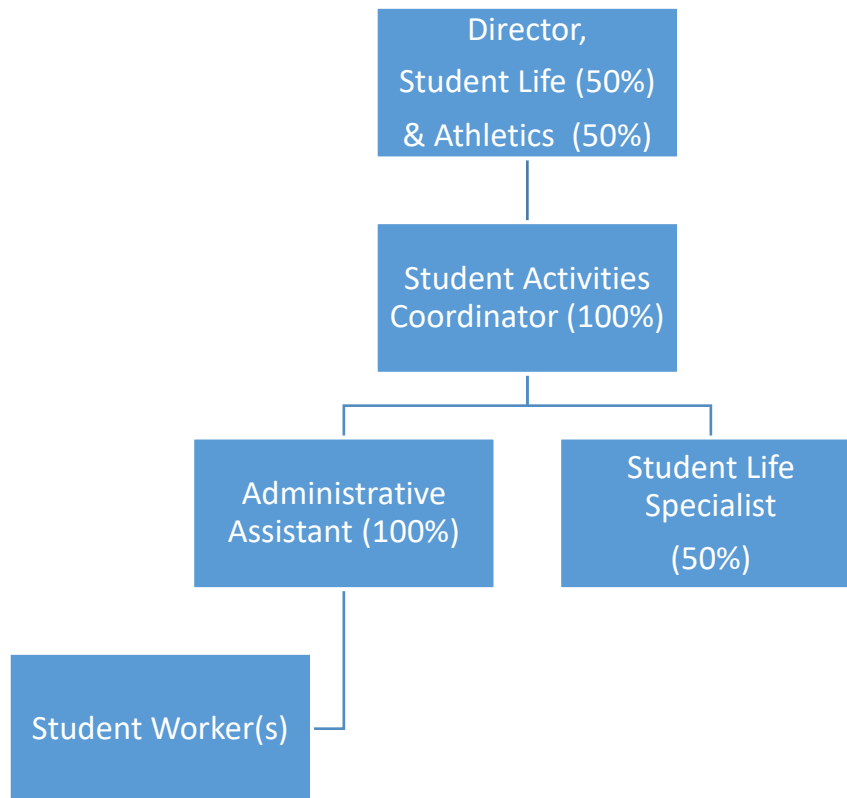
3. **Describe the personnel needs for the next four years.**
All three positions worked well together and understood each other's respective roles. With only three employees on staff, office coverage was often a challenge when two classified positions attend several different meetings and the Director also having supervision responsibilities across campus with Athletics. If an employee is away for college travel, out sick, or on vacation, keeping the doors open for business is a challenge.

Additional staffing is needed to help the Director and Coordinator improve and increase program services and to assist the administrative assistant to complete normal tasks and help more students. It is recommended to restore funding for a student life specialist.

Furthermore, in reference to the organizational chart below a title change for the Director should be considered to better reflect the terminology of the institution as all campus documentation, signage, maps, and webpages refer to the Director overseeing Student Life and there is no reference to Student Development. Proposed change – from "Director of Student Development and Athletics" to "Director of Student Life and Athletics".

Proposed Organizational Chart

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                    │      Director,       │
                    │ Student Life (50%)   │
                    │  & Athletics (50%)   │
                    └──────────┬──────────┘
                               │
                    ┌──────────┴──────────┐
                    │  Student Activities │
                    │  Coordinator (100%) │
                    └──────────┬──────────┘
               ┌───────────────┴───────────────┐
      ┌────────┴────────┐             ┌────────┴────────┐
      │  Administrative │             │  Student Life   │
      │ Assistant (100%)│             │   Specialist    │
      └────────┬────────┘             │     (50%)       │
               │                      └─────────────────┘
      ┌────────┴────────┐
      │ Student Worker(s)│
      └─────────────────┘
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4. **Describe the facilities needs for the next four years.**

   Student Life Office:
   The current office space is outdated and needs improvement to secure the building. Currently, the office security system is non-operational and there are windows that do not lock. Many of various aspects are outdated such as the desks, chairs and tables. Along with these aspects, general improvements need to be made to the ceiling tiles, flooring, wall paint and doors.

5. **Describe the equipment (including technology) needs for the next four years.**
   The office facility has adequate space for the staff and Associated Student Body Student Government officers to operate normal business. The equipment needs include upgraded desktop computers, newer/faster printing and copying machines, a scanner, and continued support for I.D. Card system (maintenance/warranty) and supplies. Office furniture and paint is outdated. Office chairs for staff are not ergonomically sound.

6. **Describe the specific hours of operation of the program. Do the scheduled hours of operation meet the needs of staff and students?**
The normal operating hours of the Student Life Office are 8am-6:00pm, Monday-Thursday and 8am-12pm on Friday. The Student Life Office recently expanded its operating hours to 8am-6:30pm, Monday-Thursday and 8am-4:30pm Friday during peak registration times. Restoring the student life specialist position will also expand services for evening students and peak hours, as employee hours can be staggered.

7. **Describe the external factors that directly affect the program. Take into consideration federal and state laws, changing demographics, and the characteristics of the students served by the program. How does the program address the external factors?**
With the accreditation received by Compton College, along with numerous positions being filled, the Student Life Office is adjusting to the workload brought on by these changes. Additionally, the Student Life Office is looking to add programming to support various student groups on campus, similar to the other local community college campuses. The Student Activities Coordinator has also assumed the role of Food Pantry Coordinator as well, limiting the amount of in-office time spent on non-pantry related objectives. Due to these changes, the Student Life Office is still examining how these changes are directly affecting the program.

Service Area Outcomes (SAOs)
Please attach SAO assessment results as an appendix to the program review.

1. **List the program's SAOs.**
   - Students involved with student government will effectively conduct meetings using parliamentary procedure.

   - Students involved in student government will understand and participate in relevant governance systems; and understand their ability to effect change on campus.

   - Students involved in student government will be able to articulate a personal leadership philosophy or style through their involvement in student government.

2. **How were the SAOs developed? Who was engaged in the creation of the SAOs?**
   There was not an existing format in place to include personnel in the review of Service Area Outcomes within the Student Life Office.

   Moving forward, the SAO process of development and creation by the Director and Coordinator. The development shall be based on needs and vision of the services that are to be provided by the Student Life Office. Once that information was gathered and assessed, the SAO was written and tools were developed to be able to assess them.

3. **How often are the SAOs assessed and who is engaged in the discussion?**

This current information is not available.

However, SAOs should be assessed in a scheduled time frame that should include the Director and Coordinator, Associated Student Body, and work-study students. This schedule shall be dependent on each individual SAO and what best fits for its assessment metrics.

4. **What has been done if the SAO assessment results were not as anticipated?**
This current information is not available, as anticipated outcomes have not been found for these SAOs within the current Student Life Office's files.

Unanticipated SAO assessment results shall be evaluated for accuracy of results and reasoning for such outcomes. With the information gathered, SAOs shall be reassessed for potential changes to the SAO and/or the implementation of them.

5. **Where are the SAOs assessment results shared with staff, students, and the public?**
The current information is not available, as results have not been found for these SAOs within the current Student Life Office's files.

The SAO assessment results shall be shared via various avenues, including, but not limited to, the Student Life and Associated Student Body meetings, web pages and within written form on the Student Life Office bulletin board.

6. **Have the SAO assessment results indicated the need to change or modify components of the program? If so, were the changes implemented?**
The current information is not available as results have not been found for these SAOs within the current Student Life Office's files.

Regardless of not having the historical data to justify changes, it is necessary for the Student Life Office to move forward with the assessment of the current listed SAOs, but also to develop additional SAOs to complement the movement forward of the department. The following SAOs shall be proposed and introduced to further support the services to the students of the Compton College:

- Events hosted by the Student Life Office shall engage student, staff and faculty planning, involvement, participation and education by the campus community.
- With the implementation of the Maxient System, the submission trends of student issues shall be evaluated for future goals for reduction.

Program Improvement

1. **What activities has the program engaged in to improve services to students?**

Student Life Office staff members and student leaders have attended regional conference workshops to bring new ideas to campus. The staff has also participated in Student Service division trainings and collaborated with campus colleagues.

2. **How have program personnel used metrics to improve program services? Provide metrics from the last four years.**
   Currently, Compton College utilizes Maxient, a management tool for student conduct records, including academic integrity, judicial affairs and students of concern. This management tool gives the campus community the ability to report issues of concern for the Student Life Office to investigate, adjudicate, follow up and track while working with the areas and individuals involved.

3. **If applicable, explain any patterns in student success, retention, persistence, graduation and transfer in terms of student characteristics and program objectives and discuss planned responses or changes.**
   This example is not applicable. Patterns in student success, retention, and persistence are varied, it is difficult to explain and prove that students success, retention, and persistence is due in part because of their involvement and or engagement in student government/student leadership activities**.**

Customer Service

1. **How was the survey conducted? Please include a copy of the survey to the appendix.**
   In the past a survey was conducted within the Student Life Office to rate their interaction and service to students during visits. Unfortunately, that survey was not conducted during the Fall of 2018. Listed below is a copy a previous survey used 2014 and the corresponding results.

   1. I am a:
   First Year Student
   Returning Student

   2. I contacted the office in the following manner:
   Email
   In Person
   Telephone
   Other:

   3. I was seeking information about, and/or assistance with, the following:

   4. I received prompt service.
   Strongly Agree
   Agree
   Disagree

Strongly Disagree

5. I found the employee assisting me to be courteous.
Strongly Agree
Agree
Disagree
Strongly Disagree

6. I found the employee assisting me to be knowledgeable.
Strongly Agree
Agree
Disagree
Strongly Disagree

7. I was given helpful instructions.
Strongly Agree
Agree
Disagree
Strongly Disagree

8. How could Student Services have offered better service?

9. Optional Information:
Name:
Email Address:
Phone Number:

10. Optional Comments:

2. What were the major findings of the customer service survey?

With 61 valid surveys, the main results included:

- 39 new students
- 22 returning students

- All 61 students were in person, since the survey was available in the office

- 53 students were seeking information about ID Cards
- 6 were seeking information about Student Government elections
- 2 were seeking information about bus passes
- 48 students Agreed they received prompt service

- 11 students Strongly Agreed they received prompt service
- 2 students Disagreed about receiving prompt service

- 41 students Agreed they were assisted with courtesy
- 13 students Strongly Agreed they were assisted with courtesy
- 7 students Disagreed about being assisted with courtesy

- 44 students Agreed the employee was knowledgeable
- 15 students Strongly Agreed the employee was knowledgeable
- 2 students Disagreed about the employee being knowledgeable

- 52 students Agreed they were given helpful instructions
- 8 students Strongly Agreed they were given helpful instructions
- 1 students Disagreed about being given helpful instructions
  General comments included:

- "The lady was very nice"
- "The student (worker) was talking too fast."
- "I had to wait in line for my ID card."
- "The office seemed very friendly."
- "The ID card machine was broken."
- "I didn't know that I needed another form of ID."

After reviewing this survey, it is evident that the Student Life Office needs to continue to evaluate and gain feedback on services, programs and customer service. Several surveys shall be utilized:

Student Life Office Services:

Type of Service:

1. I am a:
   a. Returning Student
   b. New Student

2. Was the service provided?
   a. Strongly Agree
   b. Agree
   c. Disagree
   d. Strongly Disagree

3. Was the customer service provided courteously and efficiently?
   a. Strongly Agree

    b. Agree

    c. Disagree

    d. Strongly Disagree

4. Optional Comments:

Student Activity Event Feedback:

Type of Activity:

1. I am a:
   a. Returning Student
   b. New Student

2. Was the event organized and begin on time?
   a. Strongly Agree
   b. Agree
   c. Disagree
   d. Strongly Disagree

3. Was the event enjoyable?
   a. Strongly Agree
   b. Agree
   c. Disagree
   d. Strongly Disagree

4. Would you attend a similar event in the future?
   a. Strongly Agree
   b. Agree
   c. Disagree
   d. Strongly Disagree

5. Optional Comments:

With the implementation of the surveys above, the Student Life Office shall strive to provide services at/above a 75% approval rate based on the interactions with the campus community.

3. Describe the exemplary services that should be expanded or shared with other programs.

With the addition of the Student Activities Coordinator position, the Student Life Office was able to increase its services and availability. Students benefitted by the expanded service hours and engagement of the coordinator with the ASB and club leaders. This engagement

led to planned events that were shared with the campus community, including, but not limited to, the yearly ASB and cultural heritage month events.

4. What aspect of the program's service needs improvement? Explain how the program will address service improvements.

The survey provided information about the office's many "strengths" and a few "weaknesses" as well. The office personnel agreed that more time should be spent training student workers, to include a high level of customer service and consistent messages. For the most part, everyone is friendly and we encourage a positive environment for everyone – and especially the students. The staff will implement training sessions and inform the student workers of possible challenges and how to handle different situations, mainly with difficult students or visitors. Although the survey included a small sample size, this provided good feedback and triggered good discussions for the area.

Conclusions and Recommendations

1. Summarize the program's strengths.

Staff:
The Student Life Office has a diverse staff with years of community college experience and campus knowledge. The unit is led by an Interim Director that collegiate experience in student services, athletics, and commencement. Along with his normal duties, he has experience with assisting with planning a large array of student events and activities and being a member on various Committees for student disciplinary issues.

The primary support for the Director is the Student Activities Coordinator who has five years of student life/government experience at a private institution, a local California State University, and another California community college, with varied locations throughout southern California. He recently acquired a Master's degree in counseling to better assess students' needs and concerns. Finally, he has experience doing outreach for another CSU.

The Student Life Office also consists of a seasoned Administrative Assistant, who has 22 years of experience at the college, six within Student Life. She has in-depth knowledge about the inner workings of Compton College and has served as a fountain of knowledge regarding previous office procedures and practices. She is an excellent resource for students in determining what services they need and who can provide them.

Campus and Community Resources:
The Student Life Office and areas serve as campus hubs for students, student leaders and activities. Along with providing space and direction for students to congregate, meet and plan events, the office provides various services such as Student ID Card issuance, promotion of

events through flyer posting and available resources information within the office and involvement in campus and student initiative.

The various campus and student initiatives that the Student Life Office is involved in and with, include, but not limited to, Commencement, the Campus Allies Coalition, and Tartar Support Network.

As a whole, the unit has demonstrated an ability to generate quality programs and services for students with limited or few resources. It has also demonstrated a capability and willingness to adjust to changing campus trends and student demographics and continues to perform at the highest level.

2. **Summarize the program's Areas for Improvement:**

Equipment:
The unit lacks adequate office equipment such as up-to-date computers, copier/printing office furniture, and is not staffed appropriately to perform several vital functions in and around the area of the Student Lounge.

Staff:
Inadequate staffing also negatively impacts the unit's capability to provide optimum levels of support for campus club functions and overall student activities.

Student Clubs and Organizations:
The campus goals of expanding student clubs and organizations are enhanced by the renewed level of enthusiasm on the part of students and faculty. The improved level of services in the campus bookstore along with the reactivation of the colleges' scholarship program both serve to demonstrate a level of institutional commitment to student success that continues to manifest itself in improved campus climate and student retention. The level of satisfaction and success among the current student population will continue to be a major component in our efforts toward recruiting new students.

Collection of Data:
Currently, there is a lack of a consistent system for data collection in the overall and individualized services of the Student Life Office. A plan is being developed to ensure data collection for metrics; SAO completion and modification; and customer service.

3. **List the program's recommendations in a prioritized manner to help better understand their importance to the program.**

Recommendation #1
Student Life Office Renovation
- The current office space is outdated and needs improvement to secure the building. Currently, the office security system is non-operational and there are windows that do

not lock. Many of various aspects are outdated such as the desks, chairs and tables. Along with these aspects, general improvements need to be made to the ceiling tiles, flooring, ventilation, wall paint, and doors.
- Campus Community - as a shared space for use by all of the campus and visitors, these areas need to be renovated and updated for more functional use.
- Estimated Cost: $30,000

Recommendation #2
Hire a Part-Time Student Life Specialist for the Student Life Office
- Within the operations of the Student Life office, it is common for the Director and Coordinator to be in and out of the office for meetings throughout the day and when the Administrative Assistant goes on lunch or attends meetings of her own the office is left without a staff member and is required to close and discontinue services to the campus and the workings of ASB until a staff member is able to get back to the office.
- The addition of a part-time staff member will create more time flexibility for full-time staff and allow the office to remain open without interruptions to operations and prevent an inconvenience to others.
- Currently the hourly rate for a specialist position at base pay is at $20.94. Based on this pay rate, an amount of approximately $26,000 would be needed.

Recommendation #3
Increase Campus and Student Awareness of Involvement Opportunities
- In order to increase campus and student involvement on the various activities, events, committees, and task forces, the Student Life Office would require Compton College and Associated Student Body to have access to various social media accounts (Facebook, Instagram, Twitter, Snapchat, etc.) to pass along information to students.
- The newest generations of students tend to have an in-depth knowledge about social media platforms and their intended use. In order to "meet students where they are," the campus should adapt to current practices other institutions have already incorporated for their outreach campaigns.

Recommendation #4
Continue to Develop and Adjust an Associated Student Body Card Benefits List of Participating Businesses
- Currently, the Associated Student Body partnered with a 3rd party vendor to help create a list of businesses around the campus who offer discounts to students holding a perks card.
- Other institutions, including California State University, Dominguez Hills, had already purchased the same service and is being offered to enrolled students at their respective campuses.
- Participating businesses can offer discounts and market their services to more than 6,000 Compton College students – and be featured in the Student Life Office and Student Life Website.

- Work with Associated Student Body Student Government to market and promote the benefits to students and launch a campaign in advance of registration dates. Inform the campus community, including staff, faculty, and student workers/ambassadors

4. Please indicate whether the program should continue or be discontinued.

The overall program of Student Development should be continued, as it is an integral aspect of the campus community. It services our campus community in various ways, including giving our students an opportunity to be involved on campus and in student governance through the Associated Student Body, Campus Organizations and committees.

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