Verification Team Report

Student Life
April 2006

A. Unit Under Review: Student Life
Program Evaluation Team: Victoria Estrella
Verification Team Members:
   Stephanie Burns, Biology Instructor
   David Angelovich, Division Chair, Business and Computer Studies; Accounting
   Program Coordinator, Instructor for Accounting
   Jan Schardt, Learning Resources Assistant
   Jill Schrutz, Dean of Financial Aid/EOPS

B. Statement of Completion

The report was complete.

C. Strengths of the Program

The biggest strength of Student life is an enthusiastic Student Life Coordinator. The coordinator is proactive, providing detailed training to faculty and staff club advisors. Student Life encompasses two areas: Student clubs and Associated Student Body (ASB). Both these areas offer important opportunities for students. ASB plays an important role in developing leadership skills in the officers. The student clubs foster a sense of community and provide a lively atmosphere on campus, which can increase student retention. There has been a steady growth in club activities on campus, enhancing student life and fostering diversity.

D. Areas for Program Improvement

The most critical area for improvement is the current method for purchasing ASB student ID cards. In the past, students had the option to purchase ID cards while they registered. Revenue from these sales averaged over 8,000 per year when students could purchase cards when they registered. Currently students register on-line but the student ID cards can’t be purchased on-line. This has led to a dramatic decrease in the number of student ID cards being purchased. The cost of processing student ID cards has remained the same while the revenue from the cards is down by 75%. The on-line registration process needs to be modified to allow students to purchase ID cards or the lost revenue needs to be replaced by another source.

The other area for program improvement is increased staffing. Currently the only full time staff person in the department is the coordinator. Because this department serves both student clubs and ASB, the coordinator is literally doing the job of two people. The department employs a part time work study student, but this is not adequate to fully staff the office.
E. Summary

The Student Life department fulfills a vital role on campus. Student life oversees both student clubs and ASB. The department does an admirable job on a limited budget. The coordinator is enthusiastic and does an amazing job with very little support. The verification team recommends the hiring of an additional full time staff person and rectifying the on-line registration process to allow students to purchase student ID cards when they register. We commend department for doing a great job enhancing the lives of our students while fostering leadership and diversity.
Program Evaluation Summary for Student Activities Program

Complete the following sections based on the program evaluation completed. This summary will be forwarded to the Planning Committee after the verification phase is complete.

Program Achievements (major achievements, changes, implementations, progress since last program review)

• Being able offer services and information through the Web.
• The addition of 10 (5 voting, 5 non-voting/commissioners) new positions to the Associated Study Body Government Board
• Annual cultural events such as the African American Celebration Dinner, Spring Art Festival
• Increased office space, equipment such as ID making machine, ID camera and ID software and 3 new Dell computers and 2 printers.
• Coordinator of Student Life was able to provide club advisors with monthly Advisor Newsletters, trainings and continual support for an average of 25 active clubs.

Strengths (unique characteristics, special capacities)

• The retention efforts Student Life provides for NVC. Students involved in college are more likely to stay and complete the necessary courses to graduate or transfer.
• The amount of students who are impacted by student life either through being in student government, a club member or attending an event or concert.
• All the great services the department of student life provides with only 1 40 hour a week classified staff and a 20 hour a week student worker.
• The bridge ASB provides between the administration, faculty and staff to students.

Challenges (concerns, difficulties, areas for improvement)

• Concern for faculty and staff who volunteer their time to be club advisors. There needs to be more incentive and rewards for the time they give.
• The decrease in ASB Student ID cards and commissions sales is strongly affecting the ASB operating budget.
• The rise of work and job expectations has created a need for a full time paid staff assistant to the coordinator of student life.

Optional: What additional data, if any, would have been helpful to effectively evaluate the program?

• The department of Student life provides a valuable service that connects students to each other, faculty, staff and the administration. The nature of the college experience is all about connection may it be to the subject matter or to a fellow student. When NVC supports student life it shows NVC believes in the college experience.
Student Services & Academic Support Program Evaluation

Program/Service: Student Life  Date: April 5, 2006 (2nd Draft)

1. Mission

A. Program Mission Statement
   The mission of Student Life is to support the development of the whole student by providing opportunities to connect and learn from other students, faculty and staff through either serving in student government, being part of a campus club or committee, or attending an event or conference on campus.

   Student Life values and supports:
   - The college experience
   - Social justice
   - Building community
   - Respect for all people
   - Learning from each other
   - Having fun

B. The program falls within one or more of the following categories (check all that apply)

   X Student Services Program
   ☐ Academic Support Program

2. Services

A. What specific services does the program/unit offer?
   The department of Student Life is housed in the ASB Office and is staffed by one full time 40 hours a week, 11 month Classified Staff person and one 20 hours a week work study student. The work study student is funded through Financial Aid. The office itself is open to the public 37 hours a week. Together, they provide the following services to students, staff and faculty:
   - Supervising of the ASB Office which provides Student ID Cards, housing board services, club development and events.
   - Advising to the Student Government and Inter-Club Council.
   - Coordination of student run events.
   - Organizing faculty and staff to be advisors to student clubs along with providing advisor training and newsletters.
   - Serving on campus committees such as Diversity Task Force, NVC Scholarship, Outreach, Web Advisor and Student Standards and Practice.

B. How does your unit ensure that these services are meeting the needs of students?
   How do you evaluate how well the services are meeting the needs of students served?
   The department of Student Life ensures that the services are meeting the needs of students by documenting in a monthly report and completed Mid-Semester evaluations with each ASB
executive board member. The monthly report documents total amount of event attendance, ID Cards processed, new clubs and ASB students appointed. On a scale of excellent, pretty good, okay, need to improve and no opinion, the Mid-Semester Evaluations has the students rate their Self Management, Communication, Effectiveness and Advisor.

C. Review the Student Learning Outcomes Program Map and assess the following:

1. Complete the SLO Matrix form

STUDENT LEARNING OUTCOME (SLO) MATRIX

<table>
<thead>
<tr>
<th>Student Life Program</th>
<th>SLO #1 Communication</th>
<th>SLO #2 Self-Management</th>
<th>SLO #3 Job/Career</th>
<th>SLO #4 Diversity</th>
<th>SLO #5 Learning</th>
<th>SLO #6 Self and Identity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being an ASB board member</td>
<td>X x x x X x</td>
<td>x x x x X x</td>
<td>x x x x X x</td>
<td>x x X x</td>
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<tr>
<td>Being a club member</td>
<td>X x x x X x</td>
<td>x x x x X x</td>
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<tr>
<td>Being a club advisor</td>
<td>X x x x X x</td>
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<tr>
<td>Resources of the ASB Office</td>
<td>x x X x</td>
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</table>

2. Once established, in what ways will students in your program/service demonstrate achievement of stated learning outcomes? List

Napa Valley College students who participate as an executive member of the ASB board or a member of a club will improve and will be capable of the following student learning outcomes:

- Communicate concerns, ideas, and needs and ask relevant questions. Be able to resolve conflict through communication.
- Self manage time, projects and groups.
- Apply for employment and be able to write and describe club or/and ASB involvement on a resume and in an interview.
- Confident enough to interact with groups different from their own and be able to share their own culture and identity.
- Can interact professionally at meetings and effectively represent others’ opinions.

3. Discuss the methods used to assess whether the students achieved the stated student learning outcomes. What was the success rate?

As of December 2005 the Coordinator of Student Life will develop an exit survey and facilitate ASB executive board members and club members in completing the exit surveys at the end of each school year either over e-mail or in person. (See examples of surveys pg. 23-39 of this report)
4. What interventions were used to support those students who did not achieve the SLO’s? What programmatic changes will be made to ensure future SLO achievement?

Due to the current change of completing an exiting survey, the department of Student Life is not completely sure what programmatic changes it will need to make. If the students, who participate in Student Life activities and do not achieve SLO’s, they will be directed to other Student Services. In the future there are plans for the department of Student Life to provide a better orientation packet for incoming ASB executive members and Club Students.

The orientation packet for new ASB board members will include the ASB office Conduct and Responsibilities Contract, a walk through of the services in the office, how to do an ASB Student ID and a description of their ASB Executive Board position.

5. An accreditation standard requires NVC to make public expected learning outcomes for its programs. In what ways are the program’s expected learning outcomes made public? Check those that apply:

- Catalog
- Brochure
- Website
- Other:

D. How does this program/service support student learning in NVC instructional programs?

Since the last program review, Student Life has coordinated guest speakers with multiple courses and hosts an event in either one classroom or in the main theatre. Instructors have offered extra credit for attending an ASB or Club event. Student Life supports student learning by supporting and encouraging faculty to serve as club advisors which as created an intimate relationship with students outside of the classroom, increased a student’s classroom attendance, retention and were more likely to transfer to a four year college.

E. What future trends are likely to impact the program/service?

The future trends that will affect the service of Student Life will be the Internet and the Measure N Campus Bond. The Internet has affected the way students have fun and socialize. Many of today’s college students communicate and meet over the Internet rather then in person. For example, through the computer they use blogs and instant message. Through their cell phones they are text messaging, sending e-mails or talking on the phone. In addition, they play and watch online video games, movies and news over the Internet. The Internet has affected Student Life by taking away the need for meeting in person. In the past, Student Life has provided the service of organizing in person club meetings and socializing. Now with students meeting and talking over blogs such as MySpace.com and Face book, the need to meet in person is slowing disappearing.

This concept has not completely effected in person ASB or Club meetings. The ASB and Clubs are still organizing weekly meetings on campus. The Student Life department is trying to keep up with this trend by providing an excellent user friend Web Page, encouraging students to advertise ASB and Club events on these Internet blogs and support the need for college hour on Tuesday and Thursdays.

The Bond will affect the services of Student Life by creating a Student Center. The Student Life will request a separate office for clubs, more meeting space and better student lounge area with a café focus.
F. Are services being offered on-line? If yes, describe.
Yes! Student Life is offering many services on-line as part of the Associated Student Body part of the NVC web page. The students visit the main NVC web page, click on Student Services and then click on Associated Student Body. The page offers updated information on rental housing listings, ASB Student ID card discounts, student government officers’ pictures, name and e-mail, club information and weekly ASB agenda and minutes. Students can make instant contact by e-mail or calling the Coordinator of Student Life and the ASB Webmaster.

G. Reflect on your responses to Section 2. Services, and write objectives:
Objective 1) to provide more quality services and training. Program Activities/Actions: A) revise ASB budget. B) Brainstorm with ASB students and Student Service Council for monetary support to hire additional staff. Resources: The ASB Office will redevelop the job description for front desk office assistant by fall 2006. The position will either by funded by the Associated Student Body or the Napa Valley College School District.
Objective 2) Student Life SLO’s will be approved and published on the Napa Valley College Web Page under Associated Student Body. Program Activities/Action: A) Draft SLO’s B) SLO’s reviewed by students and Planning Office by fall 2006. Resources: Developed by Coordinator of Student Life.

3. Student Success and Equity

A. Review the data that is available. Discuss program/services trends relative to college-wide trends. Identify areas where disparity exists for any demographic group (ethnicity/race, gender, age, disability).

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of students who served in ASB (Some students served for 1 year, some for 2 years)</th>
<th>Number of students who graduated or transferred</th>
<th>Number of students who stayed and served again</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001-2002</td>
<td>8</td>
<td>3</td>
<td>4</td>
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<tr>
<td>2002-2003</td>
<td>16</td>
<td>9</td>
<td>4</td>
</tr>
<tr>
<td>2003-2004</td>
<td>22</td>
<td>11</td>
<td>6</td>
</tr>
<tr>
<td>2004-2005</td>
<td>18</td>
<td>5</td>
<td>9</td>
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<tr>
<td>Jun 2005-March 2006</td>
<td>22</td>
<td>Est. 9</td>
<td>?</td>
</tr>
</tbody>
</table>

ASB demographic group breakdown
Since Fall 2001 the total number of students serving in ASB: 60

GENDER
Male: 27 45%
Female: 33 55%

ETHNICITY
Latino: 13 21%
African American: 8 13%
Caucasian: 29  48%
Asian: 2  3%
Middle Eastern: 4  6%
International: 4  6%

DISABILITY
Physical disability: 2

AGE
Age 17 to 19:  21  35%
Age 20 to 22: 17  28%
Age 23 to 25: 8  13%
Age 25 to 35: 7  12%
Age 35+: 7  12%

DATA: CLUB Information

<table>
<thead>
<tr>
<th>Year</th>
<th>Total number of active clubs</th>
<th>If each club had 7 core members, the total average of students involved was:</th>
<th>Total number of staff and faculty involved as club advisors</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001-2002</td>
<td>Est. 15</td>
<td>105</td>
<td>Est.15</td>
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<td>2002-2003</td>
<td>Est. 15</td>
<td>105</td>
<td>Est.15</td>
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<tr>
<td>2003-2004</td>
<td>25</td>
<td>175</td>
<td>Est. 30</td>
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<tr>
<td>2004-2005</td>
<td>21</td>
<td>147</td>
<td>Est. 30</td>
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<tr>
<td>Jun 2005-March 2006</td>
<td>23</td>
<td>161</td>
<td>Est. 30</td>
</tr>
</tbody>
</table>

*Will now include number of faculty and staff serving as Club Advisors as part of the annual report.

B. Identify strategies used to identify and assist students at risk? Discuss their effectiveness.

Students who use Student Life services are encouraged to also join Student Support Services (SSS) or EOPS program. The intention of Student Life is to create opportunities for students to connect which intern can help students who are at risk.

C. What has the program/service done to formalize links with instructional programs?

The Student Life Program at Napa Valley College formalizes links with instruction programs by working with individual part time and full time faculty to be club advisors. Since the last program review, chartered active clubs and organizations have increased from an average of 12 groups to 25 groups per year. Faculty is a part of the reason for this significant increase. The breakdown of faculty who advise is 15 faculty, 6 staff. Some clubs have 2 advisors and some advisors over see two clubs.

For example: in the Health Occ. Division, there is a faculty club advisor for every graduation class. Under the MESA program, there are 3 charter clubs with individual faculty advisors.
The Club Advisor role provides instructors with another opportunity to develop relationships with students, increase retention and add to the college experience. Advisors also receive support and individual training, a monthly advisor newsletter and a bi-quarterly advisor breakfast from the Coordinator of Student Life.

Each semester the Student Life Program also coordinates information tables on the first two day of classes. Many of those volunteers at the tables are faculty. All the services provided by Student Life would only get better there was more staffing in the office.

**D. How does this program/service support other student services within the college? Describe formal links with other student services.**

Each semester, under the Student Life Services, the Coordinator of Student Life works and supports the following student services:

- Admissions and Records-Advertising registration and finals schedule on campus sandwich boards and the information window by the bus stop.
- Job Placement Specialist-Work and advertise the Job Fairs.
- Financial Aid/EOPS-Member of EOPS/CARE/TRIO advisory group, member of Spring Scholarship Committee and member of bi-weekly TRIO Student Service Specialist meetings.
- Student Health Center-Advertise and coordinate related events
- Campus Police-Coordinate campus events
- M.E.S.A Department-Support student events with advertising and coordinating campus paperwork.
- Special Services-Support students in clubs or ASB students with special needs.
- Transfer Center-Promote Transfer Fair and workshops
- TRIO Programs-Annual tour guide for Cinco De Mayo Talent Search Day at the college

**Other departments on campus that Student Life supports and has formal links to:**

- Workability III- co-sponsored and co-coordinate disability awareness events.
- Bookstore-Organizing the VINE bus pass to be sold, open ASB P.O. and ordering ASB stoles for graduation. The bookstore is still the main financial provider of $25,000.00 each year to the ASB Annual Budget. Often times, the bookstore also provides drawing prizes.
- Business office-working with the Business office staff, the coordinator of student life signs off on all processed ASB and Club check requests, manage trust accounts and balance ASB budget.
- Cafeteria-coordinate and inform when clubs or ASB is selling food.
- Community relations-write press releases for student events and pass them on to the office. Support the holiday food drive and Napa AIDS walk.
- Web Master-attend web registration committees and advertise web registration
- Information Technology (IT) Help Desk-fix and order computers for ASB office
- Criminal Justice Training Center-co-coordinate diversity programming
- Facilities Planning and Services-Coordinator of Student Life signs off on all paperwork for student run events and helps facilitate needs between student events and facilities.
- Fine and Performing arts-advertise and often connect student activities to plays.
- Human resources-coordinate student representation on hiring committees
- Instruction and Scheduling-book classrooms for club meetings
• Social Science division-coordinate campus lecture event.
• Language and Developmental Studies-member of the Women’s Program Support Group
• Library-coordinate guest lectures
• Media Services-provide media needs for events
• Physical education and athletics-reserve the van for student conferences and field trips.
• Planning and Resource Development-coordinate when students are fundraising.
• Office of the President-coordinator of student life is a member of the Diversity Task Force. As part of the DTF coordinates the requesting funds proposals for the DTF. Coordinator of student life also makes sure the ASB President is attending their monthly president council and individual meetings to report what student government are doing.

E. How does the program/service enhance student development and success?

The Student Life program enhances student development and success by providing NVC students the options of serving in student government, being a member of a club, being the student representative on a campus academic or hiring committee, or attending a student run event.

Students who serve in ASB develop themselves when they attend weekly meetings, semester retreats, volunteering an hour a week in the ASB office, planning an event or simply developing mature interpersonal relationships with other board members.

Students who join a campus club or organization develop themselves when they attend weekly meetings, conferences, organizing an event or simply connecting with their advisor. Since Fall 2001 the following clubs are active or have been active. Most clubs meet either once a week or every other week.

<table>
<thead>
<tr>
<th>Ethnic based clubs</th>
<th>Sexuality, Gender and Support based clubs</th>
<th>Academic based clubs</th>
<th>Political or environmental awareness based clubs</th>
<th>Extra-curricular based clubs</th>
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<tbody>
<tr>
<td>- Ballet Folklorico</td>
<td>- Gay Straight Alliance</td>
<td>- Math Engineering and Sciences Achievement</td>
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<tr>
<td>- Black Student Union</td>
<td>- Club Latina Students Taking Action in Recovery</td>
<td>- Business and Accounting</td>
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<td>- Club Hispano Americano</td>
<td>- Club Latina Students Taking Action in Recovery</td>
<td>- Business and Accounting</td>
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<td>- Club Latina La Comunidad Unida</td>
<td>- Flying Hands</td>
<td>- Business and Accounting</td>
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<tr>
<td>- Pamana Club (Forming in Spring 2006, Asian Club)</td>
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<td>- Society of Motion Pictures Television Engineers</td>
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<td>- Society for Hispanic Professional Engineers</td>
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<td>- The Environmental Action Club</td>
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<td>- The Conservative Club</td>
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<td>- Biking and Hiking Club</td>
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<td>- The Entertainer’s Guild</td>
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the Advancement of Chicanos and Native Americans in Science

- Each Health Occ department has a club linked to a class-A.D.N.
  Respiratory Therapy, Psych Tech, LVN

F. Describe programs, practices, and services that support and enhance student understanding and appreciation of diversity.

Please see attached Annual Reports Breakdown for complete list of programs, practices and services. All events listed are designed and coordinated by students. Highlights from the list are:

- Annual Inter-Cultural Communication workshop at ASB Fall leadership retreats. August 2002-present.
- Annual African American Celebration Dinner. February 2002-present.
- Annual Cinco De Mayo and Dia De Los Muertos Celebration. 1985-present.
- Annual participants in the Cesar Chavez March in San Francisco. March 2002-present.
- Annual Clothesline Project/Sexual Assault Awareness Day. April 2002-present.

One time event:
2001-2002: ASB Co-sponsor the Billing Browning Jazz Orchestra honoring African American Composers
2002-2003: ASB and Clubs Sponsor Tolerance Week linked to the Fine and Performing Arts production of The Laramie Project. Tolerance Week included the “Hate is Transparent” visual; Club Diversity Day and the showing of the film, Journey to a Hate Free Millennium.
2003-2004: ASB and the Ethnic Success Club sponsor the play The Meeting” dialogue between Malcolm X and Martin Luther King Jr.

G. What methods are being used by faculty and staff to address the differences in learning styles among students served?

For students with learning disabilities, the ASB Front Desk Office Assistant Computer is equipped with assistant reading program called Kurzweil. ASB officers also have agendas and minutes sent to them over e-mail or posted on the Internet in case they need a special program to proof read them before the meeting.
Currently ASB executive board members receive diversity and disability awareness training during a two day Fall Leadership Retreat, Statewide Student Government Weekend Conference and a one day Spring Leadership Retreat. During those times, there are attempts to provide workshops that address different learning styles among the group.

**H. Reflect on your responses to Section 3 Student Success and Equity, and write objectives on Schedule A as needed for improvement.**

**Objective 1)** Develop a transferable course for Student Leaders: ASB officers and club leaders will be able to take a course that would allow scheduled time for students to develop educational, cultural and entertaining activities, leadership skills and effective communication skills. Be available by late 2006 or early 2007. **Program Activities/Actions** A) Work with curriculum committee on deadlines for accepting reactive or new course proposals. B) Discuss with Student Service Council and Club advisors for ideas for class. C) Draft proposal. **Resources:** Link it with developing front office staff position to allow for the coordinator of student life to be out of the office to teach the course.

### 4. Enrollment Trends and Student Satisfaction

**A. Review the participation rate data and describe recent trends.**

Have there been significant fluctuations in the number of students served? If so, explain.

**Service: ASB Executive Board**

With the department of Student Life, students are both served and involved in the process of creating campus life outside of the classroom. Students serving in ASB have slightly grown each year and the amount of students being served by Student Life events ranged from 4000 to 5819. The number of students being served was related to the amount of events organized by students and the Coordinator of Student Life. At many colleges there is a student government board and a separate student activities board. At NVC they are combined. Some years, the ASB executive board was very active. At other times they focused more on student government issues rather then planning events.

**Are there external factors such as community demographics or the economy that have affected the program? What are the plans to address these factors?**

External factors affecting Student Life are the implication of Datatel computer system, less co-sponsoring with community organizations and more students choosing to work part time while going to school. The Datatel Computer system has provided the campus with on-line registration. However, the new system does not allow for optional fees to be paid on-line. The ASB ID card is considered an optional fee. The affects have been a dramatic decrease of students buying ASB ID Cards. The plan to address this external factor is continue to work with the Datatel team on developing an on-line option for payment. Other ideas are developing a marking plan and gather more discounts to help build up ID cards sales.

Since 2001, the Student Life department coordinated many student events with off campus community organizations such as Planned Parenthood, Sexual Assault Victim Services, and Peace and Justice Group. Since 2004, the students of the ASB have been focusing on building relationships with on-campus departments and services rather then community organizations. However, the community can still stay connected to Student Life through the Web Page, by offering discounts with an ASB ID card, list a rental housing such as room to rent or place to rent for free, and/or make connections with campus clubs for all club advisor information is listed on the web.
In terms of the economy and the community affecting the program, it appears that more students are working while going to school which effects how much free time they have to volunteer in ASB or a Club. The 2004 findings of the Community College Survey of Student Engagement show 64% students survey enroll Part-Time, 60% work more then 20 hours a week, and 34% spend 11 or more hours a week caring for dependents (www.ccsse.org Engagement by Design pg 2). Even thought many of those students have a full life, they all want to experience more from their college experience.

The current plans to address these factors are: developing a better marketing plan that focuses on the long term benefits from serving in student government such as scholarships, free parking, job, and leadership training.

B. How does the program/service impact student enrollment and retention?

Napa Valley College charter clubs and organizations are required to have a core 7 membership. Each club’s membership is different. For example, a RN Nursing club includes the whole class which can be up to 40 students. However, a small club such as the Water Polo Club might have only 7 core members. Students belong to a club or are active in ASB, which represents 25% of full time students. In addition, the remaining 75% benefit directly or indirectly by attending an ASB or club run event. The continual efforts of increasing student involvement occur with the intention to promote retention.

C. Review the hours of operation for the program/service and the results of the student satisfaction surveys and discuss whether the program/service hours are scheduled appropriately to meet student need.

3 surveys were developed for the 2005 Program Review. Survey 1 targeted club members. Survey 2 targeted ASB board members. Survey 3 targeted Staff and Faculty serving as Club Advisors. Survey 1 was given to an estimated 100 students who were members of clubs. 65 were sent over e-mail and 35 were given out in person. Unfortunately, only 16 were returned, a (16% return rate). Survey 2 was given to 49 past and current ASB Board members over e-mail and 11 were returned a (22% return rate). Survey 3 was given to 44 staff and faculty club advisors and 12 were returned a (27% return rate).

The surveys results showed 43.8% “Agree” and 25% “Strongly agree” that the current office hours were satisfactory. The current ASB Office hours, which are Monday to Friday 9 a.m. to 4 p.m. and Tuesday 10 a.m. to 7 p.m.

D. Discuss the results of the student satisfaction survey, identifying areas for improvement and continued success.

From the returned surveys, Areas of improvement are: improve the campus facilities and business paperwork clubs and ASB use, provide staff release time and faculty training for the possible bankable flex credit for club advising, and provide more training on conflict resolution and inter-cultural communication.

E. Review student/staff ratios and financial data and describe recent trends.

In the department of Student Life, there are two areas of student/staff ratios. One is the Coordinator of Student Life to the ASB. The other is club advisors to club members. Currently, there are 25 approved ASB Student Government positions. Since 2001 there has been 11 new ASB board positions added to the constitution. Lately, not all positions are filled at the same time. If they were to all be filled the current ratio would be 1 Staff advisor to 25 ASB students.
For individual clubs, depending on the students involved in the club and if they want 2 advisors to share the advising responsibilities, the student/ratio could be 7 students to 2 staff or faculty members.

F. Reflect on your responses to Section 4. Enrollment Trends and Student Satisfaction, and write objectives as needed for improvement on Schedule A.

Objective 1) Write a request to the Professional Development Committee for Staff to use release time and Faculty to receive Bankable Flex Credit for being a Club Advisor by Summer 2006.

Program Activities/Actions: A) Request to be on the professional development committee agenda. B) Develop a proposal including examples and reasons using the Student Life Program Review. C) Work with Office of Instruction in developing an excellent and effective procedure for faculty to receive bankable flex credit. Resources: Is linked to improving staffing.

5. Community Outreach

A. What recruitment and/or community outreach activities has the program engaged in or initiated?
Since 2001, the coordinator of student life in the department of Student Life, supported and coordinate community outreach activities such as: Mega Orientation, Walk in Registration Parade of Services, US Congressmen Mike Thompson Guest Lectures, Latina Luminarias Leadership Conferences. The Coordinator of Student Life is a member of the Outreach Committee and the ASB office is often an information spot for campus tours and local Foster Youth Program call IEP.

B. What has the program/service done to establish relationships with secondary schools and/or four-year institutions?
Members of NVC Clubs and Organizations, who organize out of the department of Student Life, tend to be the students volunteering or working with secondary schools and four-year institutions.

C. What has the program/service done to establish relationships with the business community?
The department Student Life establishes relations with the business community by encouraging and coordinating discounts for students with ASB Student ID Cards. Since 2001, ASB board members have been gathering and strengthening discounts from community business such as: Napa Premium Outlets, Downtown Joes Restaurant, Denny’s of Napa, and the Buckhorn Grill of Napa.

D. How has the involvement of the advisory committee helped in improving and/or promoting the program/service (if the program has such a committee)? Describe the size, membership and regularity of meetings. If no advisory committee, would this form of external input be helpful?
At this time, there is no advisory committee. The Office of Student Life is highly in need of an advisory committee.
E. Reflect on your responses to Section 5. Community Outreach, and write unit objectives as needed for improvement on Schedule A.

Objective 1) Establish an Advisory Committee. Recommend members would be from each area: Chamber of Commerce, Napa and/or Vallejo Volunteer Service Center, NVC Academic Divisions, NVC counseling department, a High School Student Activities Director and Student Affairs Professional from a local 4-year college or university. Program Activities/Actions: A) Develop a letter inviting community members to the advisor committee and what they would be required to do. B) Brainstorm who to invite. C) Set the first meeting and invite possible advisory committee members. Resources: Is linked to improving staffing.

6. Accreditation and External Reviews

A. Review the Accreditation Self-Study Planning Agenda, Accreditation Final Report, and results of previous program evaluations that are included in the attached data. Discuss the recommendations that are relevant to the program/service and how the program/service has responded.

2003 Institutional Self-Study Accreditation

Self Evaluation notes based on the results of spring 2002 Survey of Students:

- Only 19% of students surveyed agreed or strongly agreed with the statement that “the role of students in various governments, planning, and other policy-making bodies is clear and well publicized.” (section 5, pg. 23)
- Only 20% of the students surveyed agreed or strongly agreed with being familiar with NVC student government, activities and clubs.” (Spring 2002 Survey of Students, section 5, pg. 23)

Planning Agenda:

- The Vice President of Student Services and Coordinator of Student Life will determine strategies to increase student familiarity with the participation in student government and activities, as well as college committees. (section 5, pg. 23)
- The Student Services Council will explore strategies to increase student involvement in campus activities. (Spring 2002 Survey of Students, section 5 pg. 31)

In response to the above recommendations, if students were surveyed today, the percentage would be higher because of the Napa Valley College Web Site that exists and is updated regularly. The Web page has made a huge difference in advertising student life and getting students more informed.

Comments and Recommendations from Program Review Survey Fall 2005

ASB Members student survey:

“KEEP HAVING TIME MANAGEMENT WORKSHOPS. I THINK IF THERE IS ONE AT THE BEGINNING OF EACH SEMESTER THEN THAT WILL BE A GOOD IDEA AND WILL HELP. PRACTICE DURING THE MEETINGS AND especially DURING THE RETREATS. Just LIKE WE DID THE YEAR THAT I WAS THERE. WE DID ALOT OF PRACTICING DURING OUR MEETINGS AND THE RETREAT HELPED A LOT BECAUSE WE WERE ABLE TO GET TO KNOW EACH OTHER. JUST KEEP HAVING THOSE MULTICULTURAL EVENTS AROUND CAMPUS. THOSE WERE ALWAYS FUN TO HAVE BECAUSE THERE WAS SOMETHING LEARNED DURING EACH EVENT.”
THE CCCSAAA CONFERENCE WAS A GOOD IDEA. It CAME IN VERY HANDY FOR ALL OF US. AND THOSE OF US WHO DID NOT GO WE WERE ABLE TO BRING BACK INFORMATION THAT WE WERE ALL ABLE TO USE AS TEAM MEMBERS. KEEPING AN OPEN MIND AND LISTENING TO YOUR OTHER BOARD MEMBERS ARE THE TWO MAIN KEYS OF COURSE ALONG WITH RESPECT AND TRUST AND HONESTY. ADVISOR NEEDS TO KEEP ALL EARS OPEN AND JUST LISTEN TO EVERYONE. BASICALLY WHAT YOU HAVE ALWAYS DONE.” Melissa Barlow, ASB 2004-2005

“Need a workshop on how an agenda can really help manage your time. Need a workshop on how to run and be part of a meeting; learning how to communicate at a meeting. Encourage the board members to take classes that are meant to teach diversity (humanities).” ASB member 2004-2006

“When a student is expected to deliver a weekly report, they tend to improve their verbal skills, and they listen more attentively to others. This skill is helpful as students leave the academic world and become a part of the business world. The events that occur at Napa Valley show how diverse the campus really is. Africa Night, Dia De Los Muertos and other events have improved the understanding of other cultures for all Napa students. Make sure that students that are in leadership positions are serious and dedicated to improving life on campus. Vic, you’re the bomb!” Alisha Cromwell, ASB 2001-2003

“Give me work :>! More interactions will improve the things but time is a concern.” ASB 2005-2006

“I believe the ASB help make me a better self management skills and sane of mind person. My communication has actually improved since I have joined ASB.” ASB Fall 2005

**Club Members student survey:**

“No suggestions for ASB office. No suggestions, everyone is very friendly & helpful in the ASB Office. Improve organization skills: Not to procrastinate. Improve teamwork: constant or often exposure to people helps me to become more comfortable in social settings which help my teamwork skills. Clubs more effective: by being more involved in school activities. Club advisor: She is a great advisor.” Anime Club member 2004-2005

“Improve ASB office: keep it the way it is. ASB costumer service: nothing. Improve organization skills: practice and improve. Teamwork skills: discuss things in the class and agree on what we talk about. Clubs more effective at NVC: no it’s just right. Advisor: you’re the greatest advisor that we ever had.” Anime Club member

“Clubs more effective at NVC: When people bring in important stuff that needs to be done, the club should give the person their attention and listen.” Anime club member 2004-2005

“ASB customer service: more staff. Stop sending me so many e-mails. Clubs more effective: advertisement and involvement. Improve student academic success: more free tutoring. Advisor: Shawna rocks!” MESA club member

“ASB office: friendlier service.” MESA club member 2004-2005

“Clubs more effective at NVC: more promotions.” MESA club member 2001-2002

<table>
<thead>
<tr>
<th><strong>Club Advisors staff/faculty survey:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>“Flex credit: I believe faculty and staff should receive some credit for advising a club.” Faculty club advisor Fall 2005</td>
</tr>
<tr>
<td>“ASB customer service: I have had good experiences. Club paperwork: seems straight forward and easy to complete. Flex credit: this would be greatly appreciated.” A.D.N Nursing Fall ’06 Advisor</td>
</tr>
<tr>
<td>“Paperwork: Need to modification of the forms! Flex credit: I strongly agree with faculty receiving flex credit for advising clubs. Coordinator of Student Life: She does a great job already!” Club Latina Advisor 2003-2005</td>
</tr>
<tr>
<td>“Club paperwork: Revise the club’s constitution and process involving required paperwork. It’s in need of revisions or update. Flex Credit: faculty should be given credit equal to serving on faculty or district committees! Coordinator of Student Life: She is an excellent addition to our staff and mentor to our students. Other comments: Give ASB more money! Provide the Coordinator of Student Life an assistant. Paid, permanent position.” Racquetball &amp; Disabled student’s club advisor</td>
</tr>
<tr>
<td>“Club paperwork process: written instruction packet and forms would be helpful. Flex credit: it would be nice to be reimbursed for the extra time.” Faculty advisor 2003-2004</td>
</tr>
<tr>
<td>“Flex credit: Is this feasible. Most of our people are needed for full load. I’d like to consider alternatives to having a separate nursing club for each semester.” Faculty, Margaret Craig</td>
</tr>
<tr>
<td>“ASB Customer Service: excellent customer service from Victoria. I always feel welcome when at ASB. Flex credit: Definitely agree. I spend 10-15 hours monthly working with PAMANA students excluding supporting events. Coordinator of Student Life: keep it up.” Pamana Club advisor faculty 2001-2005</td>
</tr>
<tr>
<td>“ASB customer service: Good job! Club paperwork: coordinate a meeting with facilities and business office and get their input on improving the communication/paperwork process. This can help speed up the process and all staff can be trained on this process. Coordinator of Student Life: the addition of bi-monthly meetings should help us with more ideas and how to better advise our students.” Staff advisor 2003-2005</td>
</tr>
<tr>
<td>“Coordinator of Student Life: always helpful.” RT advisor 2001-2005</td>
</tr>
</tbody>
</table>
B. **Indicate the sources of information used in question 6.A.**
   - X Accreditation self study planning agenda
   - X Accreditation final report
   - ☐ Previous program evaluation recommendations
   - X OTHER: Program Review Survey Fall 2005

C. **Review the recommendations from any other licensing, evaluation, or accreditation bodies. Discuss the recommendations of the review teams relevant to the program/service and how the program responded.**
   
   N/A

D. **If this program is responsible for maintaining ACCJC Accreditation Standards, attach a description of how NVC is addressing each standard. This information will be used in the next Accreditation Self Study.**
   
   The following information is from the NVC Planning Office. ACCJC Accreditation Standards Student Life is recommended to follow:
   
   **Standard II: student learning programs and services.**
   
   b. The institution provides an environment that encourages personal and civic responsibility, as well as intellectual, aesthetic, and personal development for all its students.
   
   d. The institution designs and maintains appropriate programs, practices and services that support and enhance student understanding and appreciation of diversity.

   **Standard IV: leadership and governance**
   
   2. a. Faculty and administrators have a substantive and clearly defined role in institutional governance and exercise a substantial voice in institutional governance and exercise a substantial voice in institutional polices, planning and budget that relate to their areas of responsibility and expertise. Students and staff also have established mechanisms or organizations for providing input into institutional decisions.
   
   3. Through established governance structures, processes and practices, the governing board, administrators, faculty, staff and students work together for the good of the institution. These processes facilitate discussion of ideas and effective communication among the institution’s constituencies.

E. **Reflect on your responses to Section 6. Accreditation and External Reviews and write objectives as needed for improvement on Schedule A.**

   **Objective 1)** Will continue to promote shared governance through posting on the NVC Associated Student Body section of the web page, weekly ASB agendas and minutes and openings on campus general and hiring committees. **Program Activities/Actions: A)** Learn how to upload documents on the new web page. **Resources:** Is linked to improving staffing.

7. **Resources.** The results of program evaluation feed into the planning and budget process. Consider the staffing and financial data provided, as well as the Unit Plan forms you completed during this evaluation, while answering the questions in this section. Requests must be linked to the 2005-2011 NVC Strategic Plan Goals and Objectives.
A. Staffing. Summarize the staffing resource needs identified in the unit plans. Discuss any changes needed. (complete Schedule B Staffing form as needed) **Student Life Assistant (Secretary 1) to assist the Coordinator of Student Life. FTE 14, Range A. Review Schedule B.**

B. Program-Specific Equipment. Discuss the strengths and weaknesses of the program-specific equipment available to enhance program success. What needs remain? What strategies are planned to meet those needs? (complete Schedule C Request for Budget Augmentation form as needed) N/A

C. Facilities Improvement/Renovation. Discuss the strengths and weaknesses of the physical resources available to enhance program success. What needs remain? What strategies are planned to meet those needs? (complete Schedule D Building Improvement/Renovation as needed) N/A

D. Technology. Discuss the strengths and weaknesses of the technology available to enhance program success. What needs remain? What strategies are planned to meet those needs? (complete Schedule E Request for Technology form as needed) N/A

E. Professional Development. (a) Using the results of the Faculty/Staff Accomplishments survey, summarize the professional development activities undertaken by faculty and staff. (b) Based on the goals that resulted from this program evaluation, complete the Schedule F Professional Development Needs form to indicate what areas of focus have been identified for future faculty/staff development. **Note: Budget requests for Travel and Conference should be addressed or requested in the question 7G.** N/A

F. Learning Resources. What learning resources (i.e., books, periodicals, and videos) are needed to enhance program success? (complete Schedule G Learning Resources Needs form) N/A

G. Operational Budget. Are operational funds appropriate to enhance program success? If not, how would additional operational funds be used to enhance program success? (complete Schedule H Request for Budget Augmentation form as needed)
**H. Budget**

1. **What is the source of revenue that supports this program/service (state categorical, grants, district, other)?** Identify the amount and percentage of funding from each source. Describe any changes in the source of revenue since the last review.

   **Associated Study Body Budget Breakdown 2005-2006**

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Amount</th>
<th>% of budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sale of Concessions</td>
<td>$1000.00</td>
<td>2%</td>
</tr>
<tr>
<td>Student I.D. Card income</td>
<td>$8600.00</td>
<td>19%</td>
</tr>
<tr>
<td>Commissions (vending machines)</td>
<td>$9000.00</td>
<td>21%</td>
</tr>
<tr>
<td>Transfer from Bookstore</td>
<td>$25,000.00</td>
<td>58%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$43,600.00</strong></td>
<td></td>
</tr>
</tbody>
</table>

2. **Since the last review, what percentage increase or decrease has occurred in the budget?**
   
   There has been a significant change in the income but not the expenditures of the ASB Annual Operations budget.

3. **Are the funds adequate?**
   
   What is not adequate is the income. Due to online registration and the fact that the ASB Student ID card is optional and cannot be bought online, the sales of ASB Student IDs decreased significantly. Due to the loss of revenue from the lack of sale of Student ID cards, the Associated Student Body Operating budget will seriously need to be decreased. This will affect the services the ASB provides to the students of NVC. Some of the areas where funding will be cut will be musical entertainment, guest lectures, and the Emergency Student fund.

4. **What progress has been made by the program in obtaining funds or donations to enhance program success?**
   
   The Coordinator of Student Life is currently working with ASB students to request additional funds from the NVC bookstore. Also, we will be requesting the Kinyon Services in the cafeteria to offer a discount for students with ASB Student IDs as a way to build up ID card sales.

5. **Based on the objectives on Schedule A, what budget changes are needed? What strategies are planned to meet those needs? Complete Schedule G, if needed**

   **Objective 1** Balance the ASB budget. **Program Activities/Action:** A) the NVC Bookstore donation increase to $26,000.00. B) Develop a new source of income for the ASB. **Recourses:** linked to additional staff.
## Unit Plan

<table>
<thead>
<tr>
<th>NVC Strategic Goal #1 - 5</th>
<th>Program Evaluation Section</th>
<th>Objectives</th>
<th>Priority In Rank Order</th>
<th>Program Activities/Actions</th>
<th>Resources*</th>
</tr>
</thead>
</table>
| 2 (help improve service)  | 2 pg. 4                    | 1) To provide more quality services and training. | 7 | 1) Revise ASB Budget  
2) Brainstorm with ASB students and Student Service Council for monetary support | The Office of Student Life will hire and staff a full time staff front desk office assistant by early 2007. The position will either be funded by the Associated Student Body or the Napa Valley College School District |
| 2 (help improve service)  | 2 pg. 4                    | 2. Student Life SLO’s will be approved and published on the Napa Valley College Web page under Student Life late 2006 | 6 | 1) Draft SLO’s  
2) SLO’s reviewed by students and Planning Office. | Developed by Coordinator of Student Life. Reviewed by students and planning office, late 2006. |
| 1 (help increase enrollment and Retention) | 3 pg. 9 | 3. Develop a transferable course for Student Leaders: ASB officers and club leaders will be able to take a course that would allow scheduled time for students to develop educational, cultural and entertaining activities, leadership skills and effective communication skills. Be available by late 2006 or early 2007. | 3 | 1) Work with curriculum committee on deadlines for accepting reactive or new course proposals.  
2) Discuss with Student Service Council and Club Advisors for ideas for class.  
3) Draft proposal | Linked to improve staffing by developing the front desk position to allow the Coordinator of Student Life to be out of the office to teach the course. |

* New requests should be defined on resource forms and included in the unit budget.
## Unit Plan

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<th>Resources*</th>
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</thead>
<tbody>
<tr>
<td>1 (help increase enrollment and Retention)</td>
<td>4 pg. 11</td>
<td><strong>4. Write a request to the Professional Development Committee for Staff and Faculty to receive Flex Credit for being a Club Advisor by Summer 2006.</strong></td>
<td>5</td>
<td>A) Request to be on the professional development committee agenda. B) Develop a proposal including examples and reasons using the Student Life Program Review. C) Work with Office of Instruction in developing an excellent and effective procedure for faculty to receive bankable flex credit.</td>
<td>Is linked to improving staffing.</td>
</tr>
<tr>
<td>3 (help improve access)</td>
<td>5 pg. 12</td>
<td><strong>5. Establish an Advisory Committee. Recommend members would be from each area: Chamber of Commerce, Napa and/or Vallejo Volunteer Service Center, NVC Academic Divisions, NVC counseling department, a High School Student Activities Director and Student Affairs Professional from a local 4-year college or university.</strong></td>
<td>8</td>
<td>A) Develop a letter inviting community members to the advisor committee and what they would be required to do. B) Brainstorm who to invite. C) Set the first meeting and invite possible advisory committee members.</td>
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</table>

* New requests should be defined on resource forms and included in the unit budget.
## Program Evaluation Section

A. Curriculum and Instruction  
B. Student Success and Equity  
C. Enrollment Trends and Student Satisfaction  
D. Community Outreach  
E. Accreditation and External Reviews

## Schedule A

### Unit Plan

<table>
<thead>
<tr>
<th>NVC Strategic Goal #1 - 5</th>
<th>Program Evaluation Section</th>
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</thead>
<tbody>
<tr>
<td>1 (help increase enrollment and Retention)</td>
<td>6 pg. 15</td>
<td>6. Will continue to promote shared governance through posting on the NVC Associated Student Body section of the web page, weekly ASB agendas and minutes and openings on campus general and hiring committees.</td>
<td>1</td>
<td>Learn how to upload documents on the new web page.</td>
<td>Linked to improve staffing</td>
</tr>
<tr>
<td>2 (help improve service)</td>
<td>7 pg. 17</td>
<td>8. Balance the ASB budget:</td>
<td>2</td>
<td>Explore feasibility of possible options and implement as determined: 1) Increase the NVC Bookstore donation to $26,000 2) Make the ASB ID Card fee mandatory.</td>
<td>Is linked to improving staffing</td>
</tr>
</tbody>
</table>

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* New requests should be defined on resource forms and included in the unit budget.
Faculty and Staffing

Accreditation reference: Human resource planning is integrated with institutional planning. The institution systematically assesses the effective use of human resources and uses the results of the evaluation as the basis for improvement.

Project additional needs above and beyond the current status. Please include in your projected needs any known position that will be vacated due to retirement. Replacement positions are not guaranteed. Information will be used in the faculty and staff prioritization processes.

<table>
<thead>
<tr>
<th>Job Title and Justification</th>
<th>FTE</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Activities Assistant (Secretary 1)</td>
<td>14</td>
<td>A</td>
</tr>
<tr>
<td>To assist the Coordinator of Student Life</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Submitted By: ___________________________   Approved By: ___________________________

Budget Center Manager   President/Vice President

August 11, 2005