

## STUDENT SERVICES COMPREHENSIVE PROGRAM PLANNING AND REVIEW (CPPR)

Only to be completed by those programs scheduled for the year according to the institutional comprehensive planning cycle (i.e. every two or five years).

**Program:** Student Life and Leadership  
**Last Year CPPR Completed:** 2013

**Planning Year:** 2018-19

**Unit:** Student Life and Leadership

**Cluster:** Student Services

### NARRATIVE: STUDENT SERVICES CPPR

Please use the following narrative outline:

#### I. GENERAL PROGRAM INFORMATION

##### A. Program mission (optional).

The department of Student Life and Leadership, as an active partner in the educational enterprise, supports and enhances the mission of Cuesta College. Our purpose is the cultivation of comprehensive student learning through the successful recruitment, retention, and development of students.

We encourage students to recognize that they are the principal agents of their own growth and development and to act in accordance with that recognition. We challenge them to devote time and energy to educationally purposeful activities and to integrate in-class and out-of-class learning experiences. We support them in their acquisition of the skills necessary for lifelong growth, success, and productive citizenship.

By providing opportunities through structured activities for leadership, socialization, self-actualization, and enjoyment, the Student Life and Leadership program contributes to the holistic educational mission of the college and student life, and strives to enhance the college community's quality of life.

##### B. Brief history of the program.

The Student Life and Leadership department implements the mission of the program in a variety of ways including:

- Overseeing an active student government – Associated Students of Cuesta College
- Teaching Leadership Courses
- Overseeing the Student Photo IDs Offices on both SLO and NC campuses
- Encouraging student connection through student clubs and activities
- Reopening and revitalizing of the Cultural Center

- Campus, local and national community and professional involvement by staff and students
  - Oversight of department staff and student employees as well professional development opportunities
  - On-line Presence
  - Providing campus tours and enrollment information to prospective students
  - Oversight of monthly food bank distribution and food pantry
- C. Include the broad history of the program and significant changes/improvements since the last Program Review.

### **Associated Student Cuesta College (ASCC)**

The ASCC (Student Government) is an active and engaged group of students made up of 8 Executive Cabinet members, senators and non-voting advisory senators. The Faculty Coordinator of Student Life and Leadership serves as the Advisor to the ASCC. A fiscal liaison from the College's Fiscal Services regularly attends executive cabinet meeting and provides guidance as well. The Activities Assistant has become another instrumental figure in helping support the ASCC and regularly attends meetings and serves as Advisor in the Coordinator's absence.

The ASCC plans and coordinates student activities and student clubs events and funding. The individual members serve on institutional committees (i.e. College Council, Enrollment Management, etc.), including and search committees. In fact, during 2017-18 the ASCC President/Student Trustee served on the search committee for the new College President. In addition, the ASCC Budget Committee works extensively each year through a proposal process to provide funding for various campus groups and projects (II. A.)

In the past the ASCC has been run in conjunction with the Leadership course (Class on Tuesdays, Senate on Thursdays, same time), with most class members becoming senators or appointed Executive Cabinet members. Therefore, all of the items listed below have applied to both ASCC and students in the Leadership Course.

### **ASCC and Leadership Class**

Students in both Student Government and Leadership Classes are exposed to a variety of on- and off-campus experiences and learning opportunities. Some of the benefits to the students include the improved ability to:

- Develop an appropriate communication style to cope with a variety of circumstances
- Face tough decisions and situations and to problem solve creatively
- Teach and coach others to be more self-motivated and self-managing
- Examine the new role of the manager as leader
- Promote teamwork within work units
- Achieve greater understanding of how to implement leadership concepts and qualities

- Gain hands-on experience in leadership and service
- Recognize the importance of attitude and responsibility as a leader
- Develop strategies for on-your-feet thinking
- Serve as advocates for students and the college

### **Leadership Courses/Certificates**

Since the last CPPR, Leadership Studies and Service Leadership certificates were deactivated and course offerings were reduced. The certificates were deactivated because the leadership courses required for certificate completion were not being offered on a consistent basis to enable a student to fulfill the requirements. The deactivation did not affect the ability to offer leadership courses to students. Starting spring 2013, the instruction of the leadership courses shifted to the coordinator. We did not offer leadership courses spring 2017, fall 2017 or spring 2018 due to low enrollment. This could possibly be attributed to course repeatability and students limited to only taking the course once. If enrollment is low again, the department may need to evaluate future course offerings and find different ways to share this information with a broader range of students (i.e. workshops, special events, etc.).

### **Student Photo ID Revenue**

. The student ID card revenue is based on an optional fee students can pay each semester. The fall/spring fee is \$10 and the summer fee is \$5.

Year	Student ID Card Revenue
2008-09	\$137,472
2009-10	\$129,186
2010-11	\$103,749
2011-12	\$104,018
2012-13	\$83,872
2013-14	\$83,180
2014-15	\$82,668
2015-16	\$82,199
2016-17	78,187

Since 2008, there has been a significant decrease in student photo ID revenue. This reduction could be a result of the decrease in students served at the college and the implementation of Banner (which did change the fee portion of the student registration process). The reduction of funds has impacted the ASCC's ability to continue to fund department/division requests during their annual budget process. Even though there has been a significant reduction, ASCC has continually examined their budget in order to effectively allocate funds that directly benefit students. There appears to be a need to audit the number of Promise students who may or may not be selecting the id card fee, as the fee is covered under the Promise. The department also needs to review the online registration process to ensure optimal fee collection.

### **Cultural Center**

The coordinator submitted a student equity funding request in fall 2015 and was allocated approximately \$35,000 towards reinstating the Cultural Center by hiring a part time activities assistant (May 2016). This allocation led to implementing programs and events within the center directed at target student populations identified in the Student Equity. The Cultural Center is a space for student voices and can create an opportunity to influence institutional culture. The Center promotes awareness, provides support, advocates for students and collaborates with the Equity Action Committee. The Center has implemented a series of college-wide efforts that are expected to engage all constituency groups to improve equality of opportunity for students from all target groups. Patton (2010) highlighted the importance of cultural centers for students of color and success rates (Culture Center in Higher Education, Perspectives on Identity; theory; and Practice).

### **Department Staff**

During 2013 the student center assistant position was approved for full-time (1.00) (11-month). In spring 2016, the student center assistant submitted and was approved for a reclassification. With the significant changes in staffing since the last CPPR, there has been an opportunity to review office procedures/practices and examine innovative approaches to streamline office operations. With these changes, there has been increased communication/collaboration with the Career Connections Office Staff. Towards the end of spring 2016, the department was able to hire a 75% Activities Assistant (10 months) to work in the reestablished Cultural Center. This position is funded through Student Equity Funds.

### **Professional Development**

The Coordinator participated in the Institute for Equity in Faculty Hiring at Community Colleges hosted by the Center for Urban Education during fall 2017. The coordinator also attended the previous two Hispanic Association of College and Universities (HACU) annual conferences. The coordinator is serving as part of a district team attending the 2018 Leading From The Middle Academy which focuses on Guided Pathways. The Coordinator is also a member of National Association of Student Personnel Association (NASPA) and the California Community College Student Affairs Association (CCCSAA). The Coordinator has participated in on campus and off campus workshops that have included topics such as FERPA, Sexual Harassment, etc.

### **Board Policies**

The coordinator was successful in updating the following board policies:

- BP/AP3900 Speech: Time, Place and Manner
- BP 5400 Associated Students
- BP/AP 5410 Associated Student Elections
- BP/AP 4300 Field Trips (pending approval)

### **SLL/ASCC Online Presence**

Student Life and Leadership has aggressively worked on strengthening the department/ASCC online presence. The department along with ASCC maintains a Facebook page (over 1500 followers) and Instagram account (over 250 followers).

The following improvements have been made to the SLL/ASCC website:

- Housing Resources: The department created a “Places to Rent”, “Housing/ Roommate(s) Wanted” and “Add a listing” online forms
- Online Campus Tour Requests
- Online Student Life and Leadership Calendar
- Department Forms (i.e. Student Activity Request, Vendor Use Permit, etc.)
- ASCC Forms (Money Proposal, Student Government Application, etc.)
- New and Renewing Club Packet
- California Voter Registration
- SLO Food Bank Distribution
- Food Pantry
- Cultural Center

### **SLL/ASCC North County**

Student Life and Leadership and ASCC have been able to develop an ongoing presence at the North County campus. All ASCC Senate meetings are polycom to the North County Campus to ensure that all students have an opportunity to participate in meetings. In addition to this, the department has supported ASCC activities in the North County Campus which includes the following: Club Days, Welcome Back events, Constitution Day, Election Forum, etc. The department has also developed a collaborative relationship with the North County Student Services department. With the opening of the new campus center, a full-time Activities Assistant will need to be hired in order to fully support department functions. Without a fulltime staff member (Activities Assistant) to support the NCC office, the area may remained closed a majority of the week.

### **Legal Counseling**

Student Life and Leadership offered free legal counseling to students who had a valid student photo ID until spring 2016. During 2016-17, the lawyer we worked with was unavailable due to his schedule. Unfortunately, we became aware the lawyer was facing legal issues and not able to continue offering legal counseling. The department decided not to offer free legal counseling moving forward.

### **Food Bank Distribution**

Cuesta College was identified as a food distribution site at the end of the spring 2016 semester and the first distribution occurred in September 2016. The district site leader is Dr. Anthony Gutierrez. In addition, there are co-leaders for SLO and NCC. The SLO co-leaders are Kayli Chapman and Allison Phelps. The NCC co-leaders are Julianne Jackson and Diane Limon. The distribution occurs on the third Tuesday of each month. Each student/community member signs in and is provided prepackaged bags of dry goods and fresh produce.

## **Food Pantry**

The College was allocated one-time funding through the “Hunger Free Support Allocation” to support the establishment of a food pantry or food bank distribution. Since the district established food bank distribution in Fall 2016, the allocation was used to implement a food pantry. The pantry is located in 5305 (SLO Campus) and will start in fall 2018 at the North County Campus Center. A food pantry taskforce was established to assist in the implementation of the pantry. Equity funds will be utilized in 2018-19 to support the food pantry.

## **Media Coverage**

The web links below are a few examples of local media coverage of Student Life and Leadership programs and services:

### *Cultural Center*

<http://www.ksby.com/story/36524944/cuesta-college-students-learn-about-history-behind-the-piata>

<http://www.cuestonian.com/salinan-tribe-woman-shares-native-american-medicine/>

<http://www.cuestonian.com/mayor-speaks-on-women-in-male-dominated-professions/>

### *President Debate Viewing Events*

<http://www.ksby.com/story/33428488/free-debate-viewing-events-hosted-by-cuesta-college>

<http://www.sanluisobispo.com/news/politics-government/election/article109035112.html>

### *Constitution Day*

<http://www.ksby.com/story/30058755/cuesta-college-celebrates-constitution-day>

<http://www.sanluisobispo.com/news/local/education/article102834742.html>

### *Rodeo Club*

<http://www.ksby.com/clip/13208139/cuesta-college-mens-rodeo-team-ranked-1>

<http://www.sanluisobispo.com/news/local/community/article161519233.html>

<http://www.sanluisobispo.com/news/local/education/article140592858.html>

### *ASCC President*

<http://www.sanluisobispo.com/news/local/article78780992.html>

### *Food Bank Distribution*

<http://www.sanluisobispo.com/news/local/article103051007.html>

<http://www.sanluisobispo.com/news/local/article103803716.html>

<http://www.keyt.com/news/education/slo-food-bank-program-helping-fight-student-hunger-at-cuesta-college/656893506>

<http://www.ksby.com/story/33143750/cuesta-college-now-a-food-distribution-site>

D. Describe how the Program Review was conducted and who was involved.

The program review was a department project that included the following team members:

Dr. Anthony Gutierrez, Faculty Coordinator, Student Life and Leadership

Shannon Piper, Student Center Assistant

Allison Phelps, Activities Assistant

II. **PROGRAM SUPPORT OF DISTRICT'S [MISSION STATEMENT](#), [INSTITUTIONAL GOALS](#), [INSTITUTIONAL OBJECTIVES](#), AND/OR [INSTITUTIONAL LEARNING OUTCOMES](#)**

A. Identify how your program addresses or helps to achieve the [District's Mission Statement](#).

The purpose of the Student Life and Leadership program is to strive to assist the student population in the development of programs that serve and actively involve a wide range of students. Opportunities for multi-faceted personal growth are extended to students through student government (ASCC), participatory governance, leadership development courses, clubs and organizations, and campus events produced by the students themselves. The intent of the program is to develop individual, vocational, avocational, written, verbal, artistic, and interpersonal skills with high emphasis on self-esteem and self-concept. The Student Life and Leadership program also helps students to gain exposure to a breadth of cultural, social, and intellectual perspectives of the world beyond the local community.

Annually, ASCC allots a portion of its funds collected from ASCC Student ID card fees to help with campus needs. Student Life and Leadership guides the spring ASCC budget request process. There are multiple departments that have become dependent on ASCC funding to augment their district allocated budget. Even though ASCC ID card revenue has not significantly increased, ASCC has made a positive budgetary impact on department programs and services. The table below outlines the ASCC budget allocations from 2013-2017 to departments/programs across the District.

Department/Program	ASCC Allocation (2013-2017)
Student Salaries	\$157,000
Intercollegiate Sports	\$34,500
Bus Pass/Public Transit Subsidy	\$25,000
Library	\$70,710
Student Success Center/Tutorial Services	\$104,000
Chamber Singers	\$3,300
ESL	\$2,550

Financial Aid	\$1,000
Athletic Training	\$6,950
NCC Student Services	\$2,500
EOPS/CARE Food Pantry	\$1,000
Transfer Day	\$4,000
Student Community Liaison Committee (SCLC) MOU	\$2,500
Senior Promise Day	\$2,000
Connect@Cuesta	\$1,500
Student Art Show	\$1,450
Intercollegiate Music Festival	\$2,500
DSPS	\$1,500
Campus Police	\$7,000
<b>Total</b>	<b>\$378,660</b>

The reestablished Cultural Center directly aligns with the districts mission of creating an inclusive environment. The Cultural Center embraces and celebrates the diverse cultural heritage that all Cuesta College students, faculty, and staff bring to our community. The center is located in rooms 5104A and 5104B on the far end of the cafeteria. We offer resources from our book/DVD lending library, a small computer lab and other literature. The center hosts an array of events throughout the year.

- B. Identify how your program addresses or helps the District to achieve its Institutional Goals and Objectives, and/or operational planning initiatives.

**Institutional Goal 1: Increase the rates of completion for degrees, certificates, and transfer-readiness overall for all students.**

The Student Life and Leadership department helps to increase completion of student learning goals by encouraging student involvement on campus. This interaction includes participating in student government, student clubs and events planned by the ASCC, Cultural Center and the Social Club. We anticipate the opening of the Food Pantry will be another beneficial component for Cuesta students, helping to enable completion of their degrees or other learning goals.

Although the number of students has been declining in recent years (as noted previously) the data shows that students involved in the leadership courses have a higher completion rate than the overall population of the college.

The SL&L Coordinator collaborated with the Director of Admissions and Records and was successful in implementing a student leader semester transcript notation for ASCC executive cabinet positions and senators (starting 2015).



The department has collaborated with Counseling to host the Student Success Festival (at SLO and NC campuses) The festival featured academic and student service departments, programs and services that are available for all students.

**Institutional Goal 2: Increase student access to higher education.**

- The department coordinates guided and self-guided tours for prospective student and families.
- The department maintains an online off-campus housing resources to accommodate students in search of housing.
- The Coordinator served as the co-chair of the Connect@Cuesta committee. Connect@Cuesta is a ½ day orientation/welcome program. For the first time, Connect@Cuesta was offered at SLO and NCC in August 2016. In addition to this, a parent/guardian component is also offered. Starting Fall 2018, Connect@Cuesta will be led by the Outreach, Orientation & Success Activities Office.
- The department assisted in organizing and training employees and students to provide tours to over 700 prospective students for the fall 2016 Promise Day. The Student Center Assistant developed and conducted training.
- Cuesta College was designated a food bank distribution site in May 2016 and began monthly distribution in September 2016. The Coordinator serves as the district site leader. The activities assistant serves as a co-lead for the San Luis Obispo Campus. The district host monthly (3rd Tuesday) distribution sites at SLO and NCC. Since September 2016, we have distributed 1,781 bags to students and community members.
- A food pantry will open spring 2018 on the SLO campus and Fall 2018 on the NC campus. The “Cougar Pantry” will be located in Student Life and Leadership.

**Institutional Goal 3: Develop and sustain collaborative projects and partnerships with the community’s educational institutions, civic organizations, businesses, and industries.**

- The Coordinator is a voting member of the Student Community Liaison Committee (SCLC). The ASCC President/Student Trustee serves as the co-chair of the committee. SCLC is a committee that is comprised of representatives from Cal Poly, Cuesta, City and County of SLO.
- The department has assisted ASCC in coordinating annual *Constitution Day Celebrations*. The department has invited the Mayor, City of San Luis Obispo, and SLO city council members.
- Through attending the annual ASACC Advocacy conference, the coordinator and members of ASCC Senate have met with our congressional representative (Lois Capps or Salud Carbajal) to advocate on the behalf of students.
- The Coordinator served on the Neighborhood Wellness/Community Civility Committee that is comprised of representatives from Cal Poly, Cuesta, SLO City Administrators and community members (2014-15).

- The Coordinator attended and presented a workshop at the 2015 International Town & Gown Association Conference in Washington DC with representatives from Cal Poly and the city of San Luis Obispo. The workshop focused on the Community Civility Committee Effort.

**Institutional Goal 4: Integrate and improve facilities and technology to support student learning and the innovations needed to serve its diverse communities.**

The Student Center Fee loan was retired spring 2018. With this loan retirement, the fee can now be used to remodel and refurbish our Student Center per the Student Fee Handbook (published by the Chancellors Office). The coordinator is actively working with Facilities to begin enhancing our student center and creating a more welcoming environment for students.

**Institutional Goal 5: Build a sustainable and stable fiscal base.**

Annually, ASCC allots a portion of its funds collected from ASCC Student ID card fees to help with campus needs. Student Life and Leadership guides the spring ASCC budget request process. As noted earlier, ASCC has allocated close to \$400,000 to multiple programs and services on campus (2013-2017).

- C. Identify how your program helps students achieve Institutional Learning Outcomes, if applicable.

**Institutional Learning Outcome 1: Personal, Academic and Professional Development**

- The department along with ASCC has sponsored a “Safe Spring Break” event. The department generally coordinates a community resource fair and distributes literature and giveaways addressing personal wellness.
- The leadership courses focus on developing leadership skills that could lead to successful academic careers and employment.
- The coordinator attended/participated in the following activities:
  - Serve on College Council, Equity Action (co-chair 2017-18) and CCFT Council of Representatives
  - Hispanic Association of Colleges and Universities National Conference.
  - Seminar - Criticism and Discipline Skills for Managers and Supervisors and earned a certificate of completion
  - Workshop - Complying with the Americans with Disabilities Act and Section 504: Accommodating Students with Disabilities in Higher Education
  - District Strategic Plan 2017-2020 Development Workshop
  - Civic Impact Voter Registration Training
  - Title IX and Clery Act Training
  - Coordinator and activities assistant attended OU Campus Redesign Training.
  - Spring flex day workshops
  - Completed California Food Handler Training (required for food pantry)
  - Served on the National Association Student Personnel Administrators (NASPA) NorCal Advisory Board (2015-16)
- The Student Center Assistant attended training and received a certificate as an Ally

- for Undocumented Students
- The activities assistant attended multiple California Community College Student Affairs Association (CCCSAA) student leadership conference
- The Coordinator and the Student Center Assistant have completed online EEO training and quiz participated on various selection committees

Student Life and Leadership offers several programs/services that foster student success:

- Campus Tours
- Housing Resource Information
- Student Photo ID
- Student Clubs/Organizations
- ASCC Social Club
- Campus-wide student activities
- Leadership Courses
- Food Bank Distribution
- Food Pantry
- Cultural Center

**Institutional Learning Outcome 2: Critical Thinking and Communication**

**Institutional Learning Outcome 4: Social, Historical and Global Knowledge and**

**Engagement**

After participating in the leadership program (courses) or being involved as a student leader, students will:

- Understand leadership as a process and reflect on how values and experiences affect how they choose to serve and lead.
- Be able to integrate leadership competencies with practical experiences.
- Be able to think ethically and critically.
- Be able to make individual decisions and participate effectively in group decision-making.
- Develop a personal philosophy of leadership, social responsibility and civic duty through demonstrated involvement in activities or completion of course/internship.

Over the past five years we have remained steady in the number of clubs on campus. The department currently assists eighteen student organizations. The student organizations can range from academic focus (Alpha Gamma Sigma) to cultural (Latino Leadership Network) which enhances the college culture.

The coordinator and activities assistant serve Equity Action Committee. During the 2017-18 year, the coordinator serves as co-chair and the activities assistant currently serves as the committee secretary. The department continues to support an inclusive campus environment through campus wide collaborations with ASCC, student organizations, faculty, staff and committees (on and off campus).

The Student Life and Leadership Office maintains a strong online presence through the college website and social media. The department continues to maintain and update an online tour request and housing request forms. The department maintains ASCC Facebook and Instagram accounts. The department also lists all department, ASCC and club events on the department website calendar. Student Life and Leadership guides ASCC in the development of leadership opportunities and activities on the North County Campus. The department also maintains Student Photo ID Services at North County. The department works collaboratively with North County faculty and staff to ensure that the department and ASCC maintain an active presence on campus. Regular constant contact emails and myCuesta announcements are sent to students informing them of upcoming Student Life and Leadership and ASCC programs and services.

The department collaborates with Intuitional Research staff to host the ASCC elections online and provide all enrolled credit students an opportunity to vote for ASCC President/Student Trustee and Vice President.

### *Cultural Center*

The Cuesta College Cultural Center embraces and celebrates the diversity that every individual on our campus contributes to our community. Through our events and programs, we encourage open dialogue about critical issues and seek to support awareness and exploration of diversity.

In order to better understand what kind of events students would attend, the Cultural Center conducted a student survey that was disseminated through Constant Contact and in paper form at the center at the beginning of fall 2016. There were 629 responses to the survey. A copy of the survey is available on the Student Life & Leadership group drive.

Additionally, the Cultural Center recruits students and staff to serve on a taskforce. Members of the taskforce help plan events and provide feedback on the success of those events after they are completed. Short assessments are passed out at each event to capture that feedback & identify areas of improvement. Also, starting in the fall semester of 2017, the Center hosted focus groups on both the North and San Luis Obispo campuses. The Center also hosts a lending library so students can check out books.

The Cultural Center has collaborated with the following local organizations/leaders to host events:

- Cal Pol Faculty
- Cal Poly Safer
- R.A.C.E. MATTERS
- ACLU (American Civil Liberties Union)
- SLO Women's Shelter
- Local Religious Leaders
- RISE (Respect. Inspire. Support. Empower.)

- GALA (Gay & Lesbian Alliance)
- SLO Mayor
- SLO Police Chief
- Amazon Women in Engineering (AWE)
- Central Coast Treatment Center
- HOPE (House of Pride & Equality)
- AAUW (American Association of University Women)
- SLO League of Women Voters
- Local Salinan & Chumash Tribes
- The Center

In addition to this, the Cultural Center has collaborated with faculty and staff to host events. A few examples are listed below:

- Women's Health Workshop (Cuesta faculty)
- The History of Women In Sports (Cuesta faculty)
- Screening of Documentary 13<sup>th</sup> followed by facilitated discussion (Cuesta faculty)
- The History of Protest in the Black Community (Cuesta faculty)
- Screening of Get Out followed by facilitated discussion (Cuesta faculty)
- Día de Los Muertos Sugar Skull Making (Latina Leadership Network)
- Simon Silva Events (Student Success Center)
- De-Stress & Book of the Year events (Cuesta Library)
- Latinos in Leadership (Zoom Program & Cuesta staff)
- Cultural Humility Workshop (Cuesta faculty)
- Domestic Violence Awareness event & Women's Health Workshop (Cuesta Health Center)

The Cultural Center has identified the following goals:

- Students will employ cross-cultural communication skills in their daily interactions.
- Students will be able to recognize the unique heritages, experiences, and values of others.
- Students will learn to identify and examine their own heritage, experiences and values.
- Students will participate in cultural events and come to appreciate the role they can play in expanding their worldview.
- Students will identify ways to function as an ally/advocate for underrepresented populations.
- Students will gain awareness of and learn to evaluate global, national and local diversity related issues.

### *California Community College Civic Impact Project*

The coordinator, with assistance from the Director of Grant Development, submitted and received a \$10,000 grant for the California Community Colleges Civic Engagement Pilot Project. Cuesta College was one of twenty-five California Community Colleges awarded grants to

support student learning and civic engagement activities. The information below details the activities we held during fall 2016.

- Held 3 President Debate Viewing parties on our San Luis Obispo and North County campuses. We had approximately 165 students attend our debate viewing parties. Our debate viewing parties did receive local press coverage:
  - <http://www.ksby.com/story/33433040/cuesta-college-hosts-debate-viewing>
  - <http://www.keyt.com/news/central-coast-college-students-on-final-presidential-debate/127314430>
  - <http://pasoroblesdailynews.com/cuesta-college-host-debate-viewing-events/62979/>
  - <http://www.sanluisobispo.com/news/politics-government/election/article109035112.html>
- Voter Registration Stations: ASCC Social Club, Library, Student Success Center
- Post-Election Brave Spaces Session in Cultural Center
- Special Open Forum: No Place for Hate - An Affirmation of Continued Support for Student Access and Success
- Students tabled and walked around campus encouraging students to vote.
- Social Media campaign utilizing Facebook and Instagram platforms to encourage 18-24 year old voters in California to register to vote.
  - Instagram Engagement 21,777 likes
  - People Reached 139,367
  - Impressions 177,311

*The department is working on submitting a contract extension to utilize the remaining funds until December 31, 2019.*

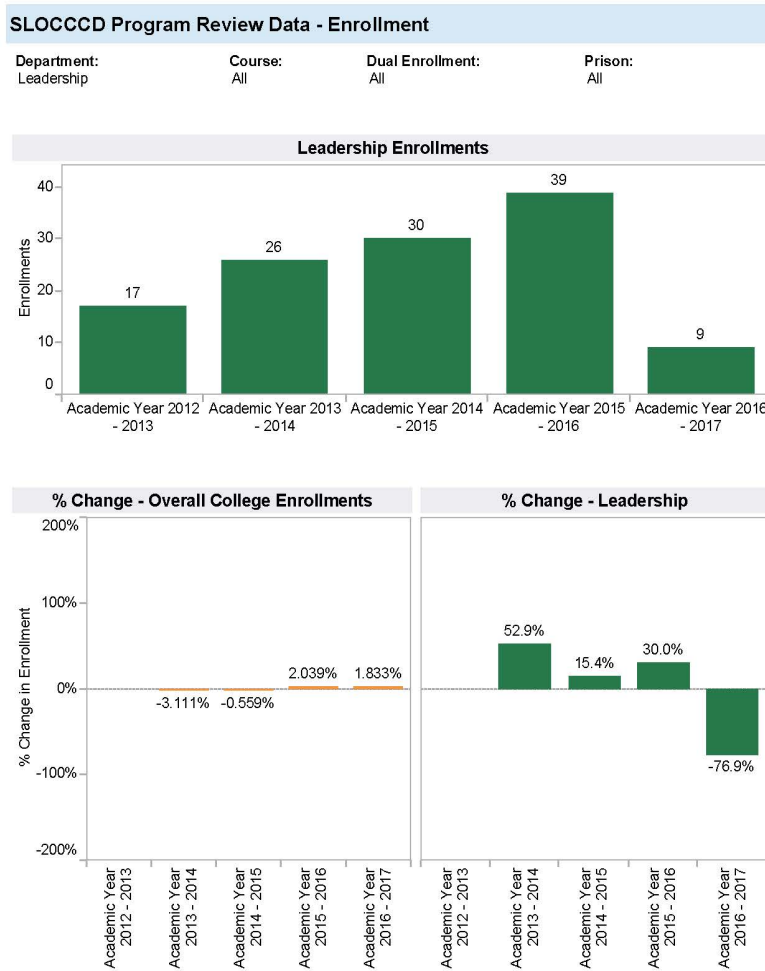
### III. PROGRAM DATA ANALYSIS AND PROGRAM-SPECIFIC MEASUREMENTS

This should be an update on the data analysis from the last CPPR

Program data is available on the [SLOCCCD Institutional Research and Assessment website](#).

#### A. Enrollment

Please review the data and provide analysis of the factors affecting your program’s overall enrollment, paying particular attention to recent changes. Please also comment on your program’s data and how it compares to the overall college data.



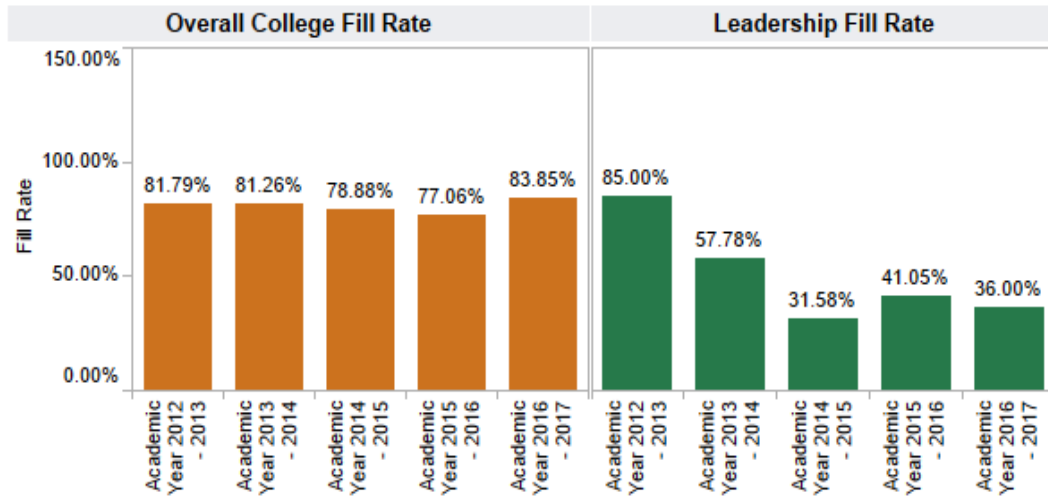
Enrollment: Duplicated count of students who completed greater than 0 units in positive attendance courses or were present on census for all other accounting methods.

B. [Student Demand \(Fill Rate\)](#)

Please review the data and provide analysis of the factors affecting your program’s overall fill rate, paying particular attention to recent changes. Please also comment on your program’s data and how it compares to the overall college data.

**SLOCCCD Program Review Data - Student Demand (Fill Rate)**

Department: Leadership      Course: All      Dual Enrollment: All      Prison: All



Fill Rate: The ratio of enrollments to class limits. Cross listed class limits are adjusted appropriately. Also, courses with zero class limits are excluded from this measure.

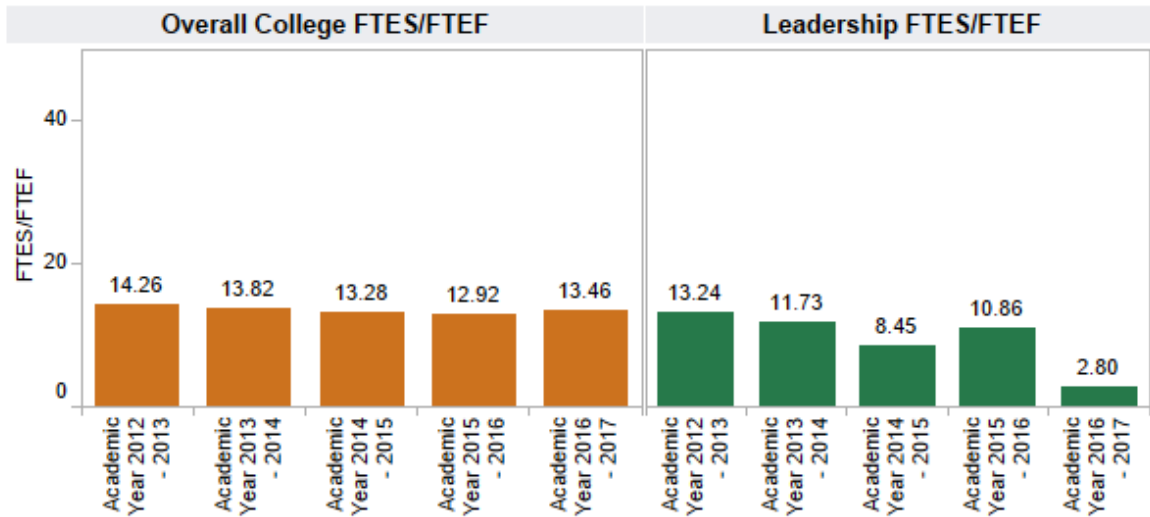


C. [Efficiency \(FTES/FTEF\)](#)

Please review the data and provide analysis of the factors affecting your program's - FTES/FTEF, paying particular attention to recent changes. Please also comment on your program's data related to the overall college data.

**SLOCCCD Program Review Data - Efficiency (FTES/FTEF)**

Department: Leadership      Course: All      Dual Enrollment: All      Prison: All



FTES/FTEF: The ratio of total FTES to Full-Time Equivalent Faculty  
 $(SXD4 \text{ Total-Hours}/17.5)/XE03 \text{ FACULTY-ASSIGNMENT-FTE}$

D. [Student Success – Course Completion \(Insert Data\)](#)

Please review the data and provide analysis of the factors affecting your program’s overall successful course completion percentage, paying particular attention to recent changes. Please also comment on your program’s data and how it compares to the overall college data.

**SLOCCCD Program Review Data: Successful Course Completion**

Select Department:  
Leadership

COURSE  
All

Legend:  
■ Department Success Rate  
■ Overall College Success Rate



	Academic Year 2012 - 2013	Academic Year 2013 - 2014	Academic Year 2014 - 2015	Academic Year 2015 - 2016	Academic Year 2016 - 2017
Department Success..	76.47%	80.77%	76.67%	87.18%	88.89%
Total Enrollments	17	26	30	39	9

Success: The Percentage of student enrollments resulting in a final grade of "C" or better

E. [Degrees and Certificates Awarded \(Insert Data\)](#)

Please review the data and provide analysis on the number of degrees and/or certificates awarded, paying particular attention to recent changes.

NA

F. Other Relevant Program Data (optional)

Please provide any other data you think is relevant to your program such as State or National certification exam results, or other data unique to your program.

**Student Life & Leadership**

	2012 – 2013	2014 – 2015	2015/16	2016/17
<b>Students Served</b>				
<b>District-wide</b>	<b>111</b>	<b>138</b>	<b>79</b>	<b>56</b>
- North County	13	11	64	53
- SLO	94	124	5	3
- South County	1	1	1	2

<b>Student Life and Leadership</b>	<b>1<sup>st</sup> Year Student Persistence</b>	<b>Student Success Units Completed/ Units Attempted</b>	<b>Staffing Ratio HEADCOUNT/FTE</b>
<b>Annual 2014/15 Total</b>	<b>NA</b>	<b>81.7%</b>	<b>3,304.50</b>
<b>Annual 2015/16 Total</b>	<b>NA</b>	<b>82.27%</b>	<b>3849.00</b>
<b>Annual 2016/17 Total</b>	<b>NA</b>	<b>80.77%</b>	<b>2300.00</b>

Definitions for Student Life and Leadership Program Data

- Students Served: All students who held ASCC Senate and/or Club Rep membership in the academic years noted above and who were enrolled in at least one course at census of that respective academic year
- Units Completed /Units Attempted: Fall and Spring Units Completed / Units Attempted by students who held ASCC Senate or Club Rep membership in either Fall or Spring
- Staffing Ratio: All students who were ASCC Card holders in the academic years noted above / All Student Life and Leadership staff

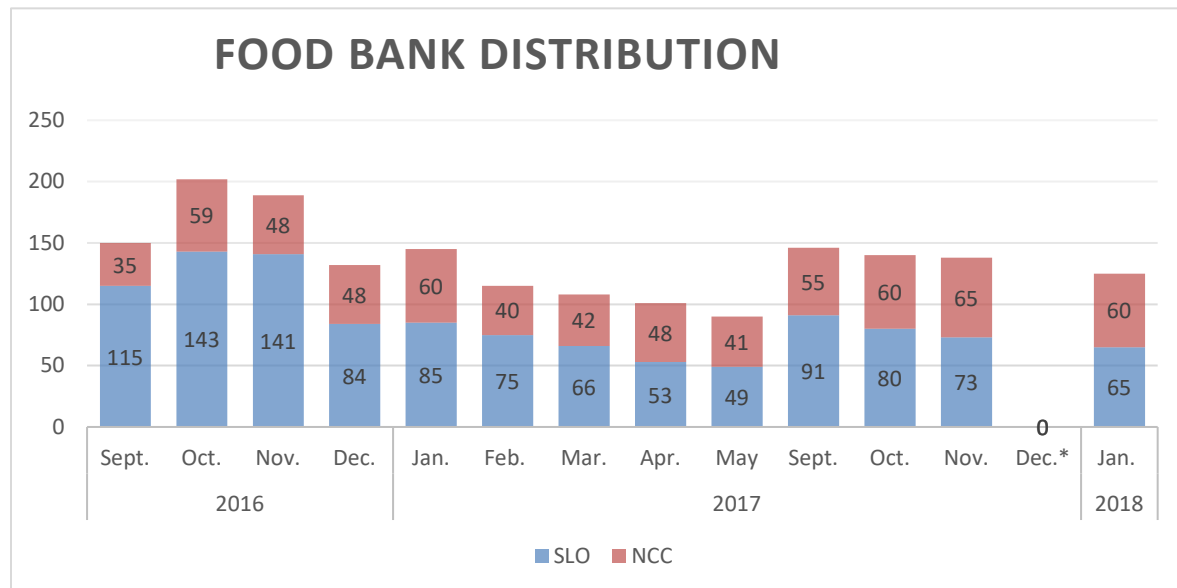
The department also collects data on the following programs and services:

- Food Bank Monthly Distribution
- Campus Tours
- Student Activities
- Student Photo IDs
- ASCC Social Club Usage
- Student Life and Leadership Usage
- Student Clubs

The department will continue to assess programs and services based on available data, feedback from students, staff, faculty and prospective students. The department will continue to encourage students to utilize the SARS check-in to accurately report the number of students who visit the ASCC Social Club and Student Life and Leadership.

### Food Bank Monthly Distribution

Cuesta College was identified as a food distribution site at the end of the spring 2016 semester and the first distribution occurred in September 2016. The district site leader is Dr. Anthony Gutierrez. In addition, there are co-leaders for SLO and NCC. The SLO co-leaders are Kayli Chapman and Allison Phelps. The NCC co-leaders are Julianne Jackson and Diane Limon. The distribution occurs on the third Tuesday of each month. Each student/community member signs in and is provided prepackaged bags of dry goods and fresh produce. The table below highlights the number of bags distributed at SLO and NCC during the first six months of operation.

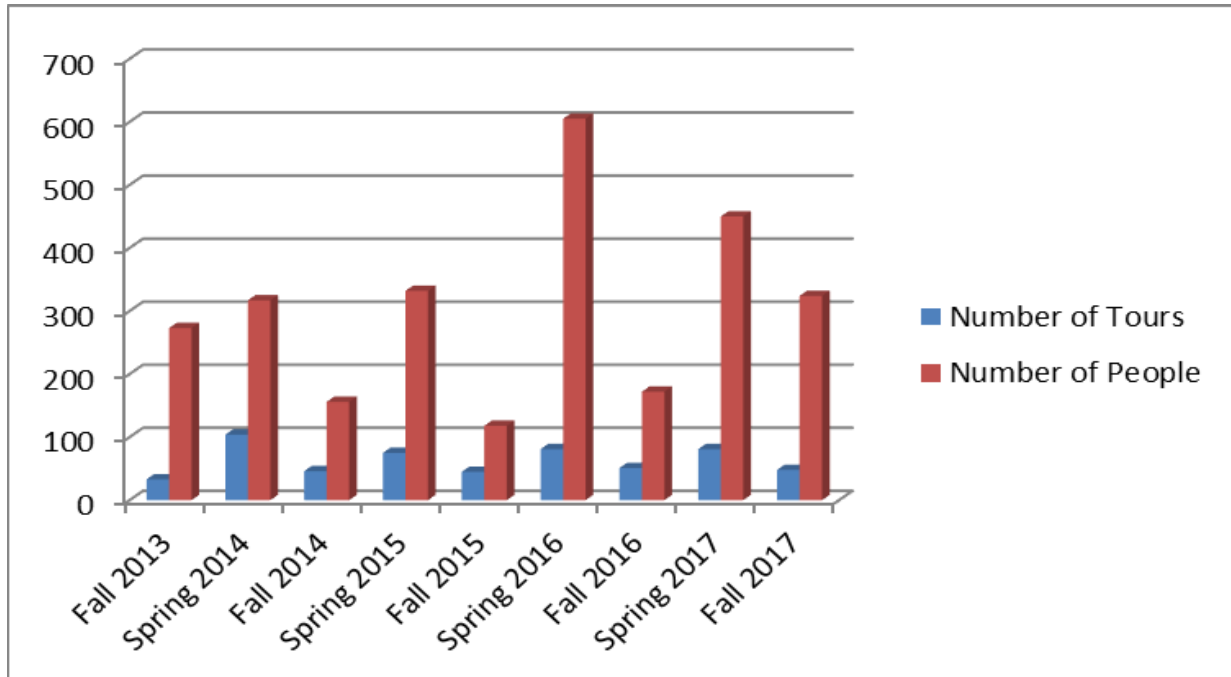


*\*SLO Food Bank cancelled monthly distribution*

*1,781 students and community members have been served at our monthly food bank distributions.*

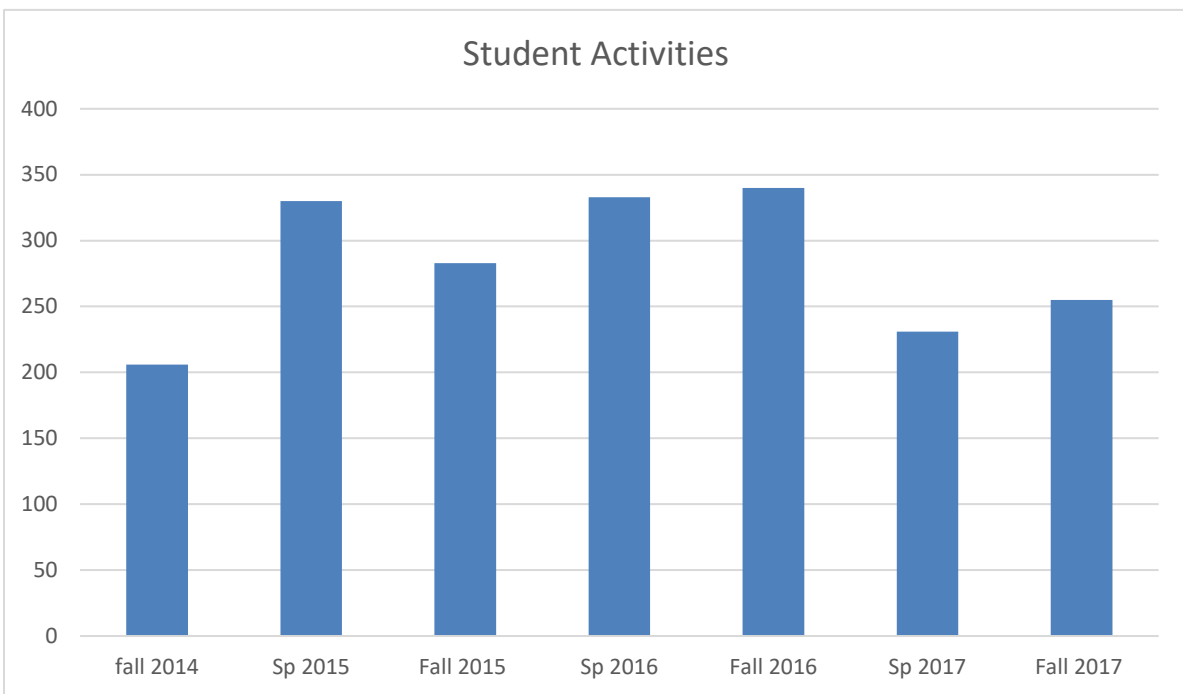
## Campus Tours

Student Life and Leadership offers guided campus tours to all prospective students and their families. In addition to the guided tours, the department has developed a self-guided tour packet that is available online (via the department website) and in the office. The department has transitioned its online tour request form to a jot form.



## Student Activities

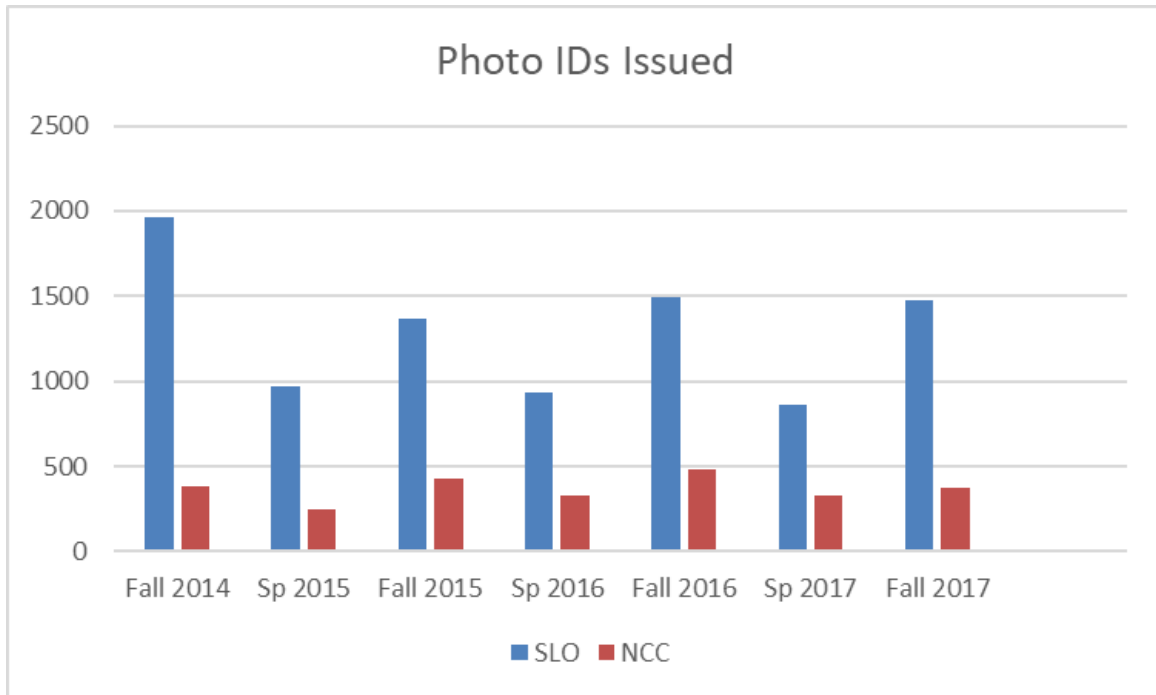
The department approves all ASCC and club on and off campus activities. The department strives to assist students in coordinating multifaceted programs and activities. A few of the events include the following: club meetings, advocacy events, welcome back events, club days, etc. A comprehensive listing of activities is available in the department files. The department continues to make a concerted effort to support and encourage ASCC and clubs to host activities on the North County Campus. The club activities describe below include club meeting and events.\*\*



\*\*Includes recurring events (except for Soccer and Rodeo Practices)

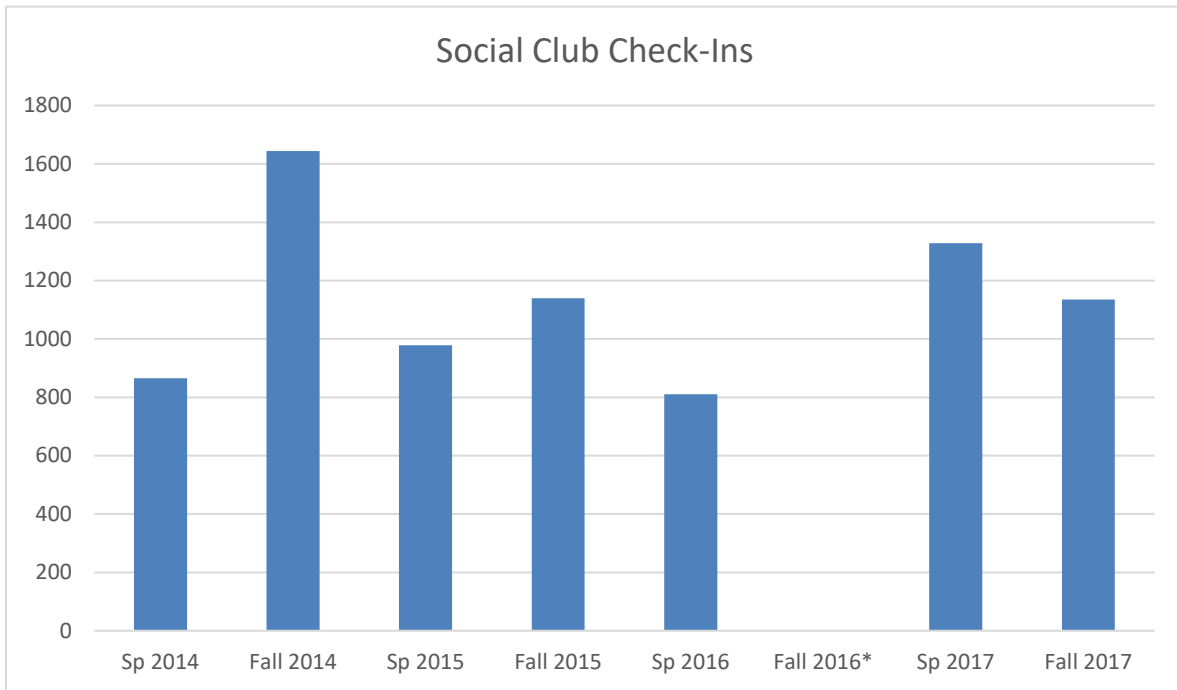
### Student Photo ID's Issued (new, validation and replacement)

The department coordinates the issuing of student photo IDs on the San Luis Obispo and North County Campuses. The photo IDs are available in the ASCC Social Club (SLO Campus) and in Room N3000 (NC Campus). The data below indicates that majority of the student IDs are issued on the San Luis Obispo campus. Students are assessed an optional fee of \$10 per semester (fall/spring). Students are able to purchase student ID cards during the summer if courses are offered. However, the IDs issued during summer are minimal compared to fall and spring semesters.



### ASCC Social Club Usage

The ASCC Social Club, Room 5312, is committed to providing our guests with clean, attractive facilities, set the way they desire. Current Student ID Cardholders receive special discounts and benefits such as free admission and periodic giveaways. The Social Club provides a space for student to relax before or after classes. The Social Club has a big screen TV, pool table, X-Box One and three computers. The Social Club Student Staff coordinates monthly activities for students and receives funding from ASCC. The Social Club implemented SARS TRAK in spring 2014. As a result, the department is able to track the number of students who visit and the day/time. This information will help the department track usage and determine the best days and time for events.

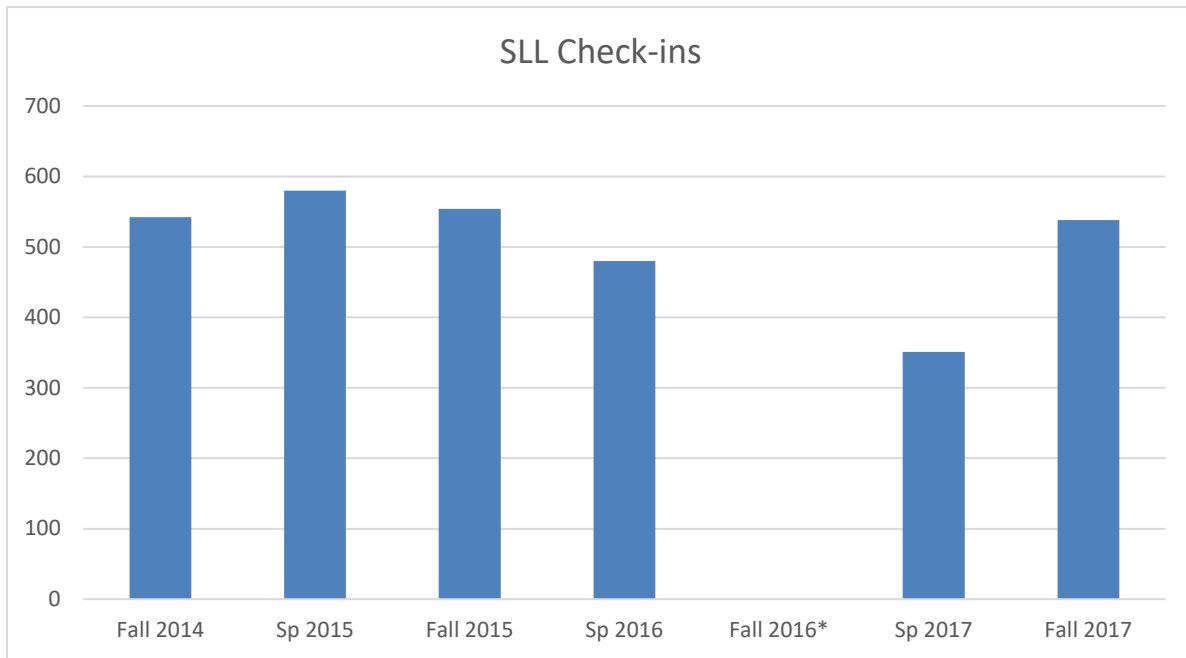


**\*SARS Trak did not collect data for fall 2016. This issue was addressed with IT and we were unable to locate data.**



### Student Life and Leadership

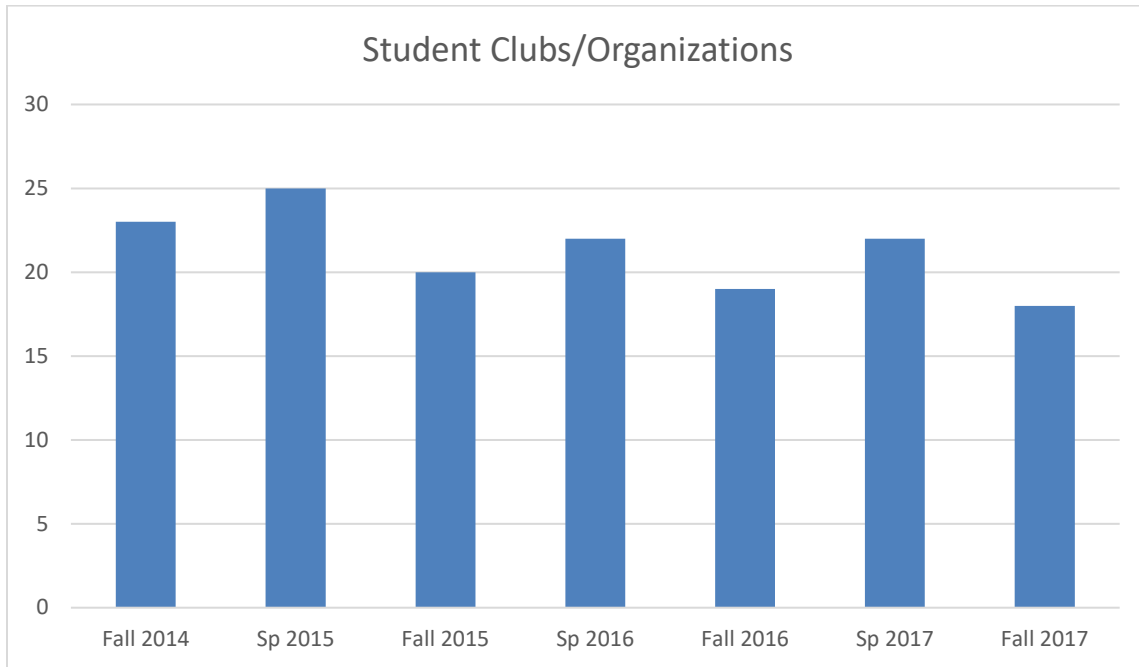
The department implemented SARS TRAK in our front desk area in fall 2014. This method replaces the pencil/paper tracking that was formerly in place to track the number of student visits. Our challenge is having students check in when they visit our office area.



**\*SARS Trak did not collect data for fall 2016. This issue was addressed with IT and we were unable to locate data.**

### Student Clubs/Organizations

Student clubs have remained an integral component of ASCC and the department. The department currently supports an average of twenty clubs per year. The department will continue to encourage students to form clubs and will continue to facilitate the club development process and identify and eliminate any possible barriers for students.



#### IV. PROGRAM OUTCOMES, ASSESSMENT AND IMPROVEMENTS: NARRATIVE

- A. Summarize assessment results for program outcomes.
- B. Describe improvement efforts that have resulted from SLO assessment.
- C. Recommend additional improvements to the program based on assessment of outcomes and progress towards Institutional Goals and Objectives and/or Institutional Learning Outcomes.
- D. Recommend changes and updates to program funding based on assessment of program outcomes.
  - For elements that require funding, complete Section D – [Resource Plan](#) Funding Requests.
  - For faculty hiring needs, see Section H – Faculty Prioritization Process.
- E. Identify and describe any budget requests that are related to student learning outcomes assessment results or institutional/programmatic objectives.

##### Responses for A-E

**SLO: Students who are enrolled in LDER 262 and/or participate as an executive cabinet member or senator of the Associated Students of Cuesta College (ASCC) will increase their knowledge of their personal leadership style.**

Students completed a pre and post assessment in the fall semester. Students also completed a self-evaluation at the end of the semester. The instructor/ASCC advisor required two written assignments related to leadership development (color code personality assessment and leadership journal). The instructor/ASCC advisor also observed behaviors during class and student senate meetings. This allowed the advisor/instructor to modify lesson plans based on the observed behavior. At the beginning of the course, students self-report their leadership skills and abilities. At the end of the semester, students take the same assessment, which allows the instructor to evaluate any increase in their knowledge of their personal leadership style. The challenge is that students tend to over-exaggerate their leadership skills at the beginning of the course/year. However, this assessment still provides valuable information in terms of what programs, class plans, and activities have assisted students in learning more about their leadership styles. Subsequent L262 classes have been modified based on that information, and have added or removed class activities based on this knowledge. In addition to this, students completed a final self-evaluation.

A few comments included the following:

- I have tried to become more vocal and opinionated.
- I think I have become more understanding of others.
- I learned that working by yourself is not all way productive and you need the help of the group to succeed.
- Being open to new perspectives/opinions. Patience with others and empathy.

- I have met people that I wouldn't normally be friends with.
- I learned that each individual, even though they might not voice it, has their own opinions and that they need to be heard.
- I have gained more confidence in myself.
- The most important lesson that I have gained is that teamwork is important in achieving goals which one could not complete by his or herself

After reviewing assessment results, students found the "Color Code" Personality Assessment extremely useful. The personality assessment empowers students to be able to recognize individual differences, which could lead to a better understanding of leadership styles. Students expressed how team-building exercises were the most beneficial to their experience in the class. The instructor researched new team building exercises and added to existing trainings.

**SSO: Prospective students who receive a campus tour will increase their knowledge of student services departments.**

A survey included four questions related to their tour experience (knowledge of services and tour guide) and whether or not they would recommend the tour to a prospective student. The survey also included an area for comments. The survey is on file in the Student Life and Leadership office. The department regularly assessed campus tours and was able to make modifications (i.e. length of tour, tour guide training, etc.).

Of the surveys returned, 100% answered "Strongly Agree" or "Agree" to question 4 "Yes" to all remaining questions. Most of the surveys returned had written comments, such as, "Thank you," "All my questions were answered thoroughly" etc. One specific comment highlights the importance of campus tours: "We have been on several tours of 4 year schools in California and Oregon. This tour is on par with the other tours. Cuesta College transformed from ranking at the level of a remote possibility to a level of a very real possibility".

Overall, prospective students and their families had a positive experience while on a campus tour and increased their knowledge of student services departments. However, since minimal surveys were submitted, the department needs to strategize survey submission. This may include online surveys or placing a survey return box on the reception desk.

**SLO: By participating in campus wide committees, student committee members will learn the importance of their participation in shared governance at Cuesta College, while also increasing their knowledge of issues facing the college.**

Students completed self-evaluations at the end of the fall semester. Students also gave weekly reports at the ASCC Senate meetings. This enabled students to provide regular updates on campus wide issues which assisted other students in understanding key issues facing the district. While students were able to grasp parliamentary procedure, there were students who did not feel empowered to fully engage in their committees. This could be related to the topic, committee membership, etc. Given this information, the ASCC Advisor recommends all committee chairs meet with the student representative prior to serving on the committee. The

department is also working on implementing training for students serving on campus wide committees.

The department is working on identifying SLOs (including assessment tools) for the Cultural Center and Food Pantry.

## V. ANTICIPATED SERVICE CHALLENGES/CHANGES

### Suggested Elements:

#### A. Regulatory changes

The department regularly reviews the student fee handbook to ensure that collection and use of fees are in alignment with the Chancellor's Office. The department reviews and remains current on the following fees:

- Student Center Fee
- Student Representation Fee
- Student Activities Fee
- Student Identification Card Fees
- Fees Charged Through Student Body Organizations

#### B. Internal and external organizational changes

This item is addressed in section H.

#### C. Student demographic changes

Student Life and Leadership continually assesses student demographics to ensure that we are meeting their needs for campus programming and services. The department is actively recruiting students to join student government. It has been challenging to recruit students in spring to serve in various ASCC roles for the following year.

#### D. Community economic changes – workforce demands

NA

#### E. Role of technology for information, service delivery and data retrieval

Student Life and Leadership utilizes technology to augment current programs and services. The department implemented SARS to gather information on number of students who utilize programs and services.

#### F. Distance Education impact on services

Student Life and Leadership continues to monitor and assess services provided online to ensure that current and prospective students' needs are met.

#### G. Providing service to multiple off-campus sites

NA

#### H. Anticipated staffing changes/retirements

With the opening of the North County Campus Center, the department will be challenged to maintain adequate programs and services if a FT Activities Assistant is not hired. This will be the first time Student Life and Leadership will have an NCC office area. Through spring 2018, a photo id station (staffed by a student employee) was in the Student Services general office area.

## VI. PROGRAM DEVELOPMENT FORECAST

### Suggested Elements:

#### A. Description of forecasted program development and objectives, based on information collected in I-IV

- There is an immediate need to hire a FT Activities Assistant to provide NC department support.
- With potential decreases in student ID card revenue, ASCC will continually assess their budget development process to ensure appropriate spending.
- Leadership course enrollment has declined over the past few years. If this trend continues, the department may consider offering leadership workshops and open to all students.
- With the addition of a food pantry, the department will need to secure appropriate funds each year to ensure overall program success (i.e. staffing, food purchase, etc.).
- Since the Cultural Center is reestablished and thriving, the department will continue to request equity funds to support the PT Activities Assistant position.

#### B. Plans for improvement

Student Life and Leadership will continue to assess and improve department programs and services to meet the needs of prospective and current students through the following:

- Staff Training (Professional Development)
- Improve communication with students, faculty and staff
- Maintain online presence
- Increase leadership opportunities on campus
- Develop leadership workshops to increase number of clubs and student leaders.

#### C. Support for Institutional Goals and Objectives

Student Life and Leadership and ASCC will continue to develop, implement and support programs and services that support the districts institutional goals and objectives.

#### D. Student and program outcomes evaluation

The Department will continue to explore student and program outcomes to further assess department functions and incorporate best practices.

#### E. Recommendations from external agencies

NA

F. New service coordination and collaboration – internal and external programs  
We are collaborating with the SLO County Food Bank as we prepare to open our food pantry on the SLO and NC campuses. We have partnered with the SLO Food bank for the previous two years to host monthly food distributions.

G. Anticipated job description revisions based on program changes  
NA

H. Staff training/professional development needs  
The department will continue to support and encourage staff training and professional development when opportunities and funding are available.

## VII. OVERALL BUDGET IMPLICATIONS

*Will be reflected in district planning and budget process*

### Elements:

- A. Personnel
- B. Equipment/furniture (other than technology)
- C. Technology NA
- D. Facilities

A. The department is requesting a full-time activities assistant to work at the North County campus center Student Life and Leadership office (starting fall 2018). The department will continue to request ASCC funding for student jobs (i.e., social club attendants, north county picture id worker, etc.). The current PT Activities Assistant (Cultural Center) is funded through Student Equity.

B. (also incorporates D) The Student Center loan is retired and the annual fee revenue is approximately \$75,000. The coordinator has developed a list of (SLO) student center facility needs, including remodeling, refurbishing, and/or operating the student center. The list will focus on increasing persistence rates, course completion and improving campus life. This list could include new electronic signboards, indoor/outdoor student center furniture, signage, large screen TVs in the cafeteria, etc.

At this time, the Student ID card revenue will fall just under the projected budget. The department will work closely with ASCC as they develop a balanced budget, which positively impacts district wide programs and services. Student Life and Leadership will continue to explore strategies with ASCC to increase Student ID card revenue.

## SIGNATURE PAGE

Faculty, Director(s), Manager(s), and/or Staff Associated with the Program

**Instructional Programs: All full-time faculty in the program must sign this form. If needed, provide an extra signature line for each additional full-time faculty member in the program. If there is no full-time faculty associated with the program, then the part-time faculty in the program should sign. If applicable, please indicate lead faculty member for program after printing his/her name.**

**Student Services and Administrative Services Programs: All full-time director(s), managers, faculty and/or classified staff in the program must sign this form.**

**Dr. Anthony Gutierrez** **3/5/18**

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Division Chair/Director/Coordinator Name	Signature	Date
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**Shannon Piper** **3/5/18**

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Name	Signature	Date
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**Allison Phelps** **3/5/18**

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Name	Signature	Date
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# DEAN’S/MANAGER’S ANALYSIS OF COMPREHENSIVE PROGRAM PLANNING & REVIEW (CPPR)

**Program:** \_\_\_\_\_                      **Planning Year:** \_\_\_\_\_                      **Last Year CPPR Completed:** \_\_\_\_\_

**Unit:** \_\_\_\_\_                          **Cluster:** \_\_\_\_\_

**A. CPPR Pre-Meeting**

It is strongly recommended that the Vice President and/or Dean meet with Division Chair/Director/designee and the program faculty and/or staff involved in preparing the CPPR prior to the completion of the review documents. The discussion should include an overview of the CPPR document and expectations of what should be considered and focused on when developing the CPPR.

If a Pre-CPPR meeting occurred, please list those in attendance, when the meeting occurred and a summary of what was discussed.

**B. Narrative Analysis of CPPR Sections**

Please provide an analysis and comments of programmatic information for each of the CPPR sections below.

- **General Information and Program Outcomes (Required for Instruction/Student Services/Administrative Services):**
  
- **Program Support of Institutional Goals and Objectives, and/or Institutional Learning Outcomes (Required for Instruction/Student Services/Administrative Services):**
  
- **Program Data Analysis and Program-Specific Measurements (Required for Instruction/Student Services/Administrative Services):**
  
- **Curriculum Review (Required for Instruction and may be Applicable to Student Services):**
  
- **Program Support of Institutional Goals and Objectives and Student Learning Outcomes (Required for Instruction/Student Services/Administrative Services):**

- **Program Data Analysis, Assessment and Improvements (Required for Student Services/Administrative Services):**
  
- **Program Outcomes, Assessments and Improvements (Required for Instruction/Student Services/Administrative Services):**
  
- **Anticipated Service Challenges/Changes (Required for Student Services/Administrative Services):**
  
- **Program Development Forecast (Required for Instruction/Student Services/Administrative Services):**
  
- **Overall Budget Implications (Required for Student Services/Administrative Services):**
  
- **End Notes/Additional Comments (Required for Instruction/Student Services/Administrative Services):**

**C. Commendations/Considerations:**

Please provide a list of commendations and considerations based on the CPPR.

**Commendations:**

Comments in this area summarize how the program has demonstrated its effectiveness.

**Considerations:**

Comments in this area constitute advice to help the program meet or surpass expectations for effectiveness.

**D. Applicable Signatures:**

\_\_\_\_\_  
**Vice President/Dean**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Division Chair/Director/Designee**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Other (when applicable)**

\_\_\_\_\_  
**Date**

The above-signed individuals have read and discussed this review. The Director/Coordinator, Faculty, and staff in the program involved in the preparation of the CPPR acknowledge the receipt of a copy of the Vice President/Dean's narrative analysis. The signatures do not necessarily signify agreement.

## **SURVEY**

Please take 15 minutes to complete the IPPR Survey. Your assessment will serve to help us make the form and process better.

Thanks,

The IPPR Committee

Survey Link: <https://www.surveymonkey.com/r/9JXNBQD>