

**Palomar College – Program Review and Planning  
Non-Instructional Programs  
YEAR 2 (Update of 2012-2013)  
Academic Year 2013-14**

**Purpose of Program Review and Planning:** The institution assesses progress toward achieving stated goals and makes decisions regarding the improvement of institutional effectiveness in an on-going and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data (ACCJC/WASC, Standard I, B.3.)

**Discipline: Student Affairs**

**10/10/2013**

**Non-Instructional Discipline Reviewed (Each discipline is required to complete a Program Review)**

**Please Add Date  
(00/00/2013)**

**STEP I. ANALYSIS (Note: Each Department Will Use Their Own Previous Analysis Data)**

				<<Prelim>>	
	2009-2010	2010-2011	2011-2012	2012-2013	Definitions
<b>Contacts</b>	1000's	1000's	1000's	1000's	Total # of contacts between the OSA and students, faculty, and/or administration
<b>Student Contacts</b>	1000's	1000's	1000's	1000's	Total # of contacts between the OSA and students
<b>Student Conferences</b>	100's	100's	100's	100's	Total # of conferences between the OSA and students regarding either COC or Grievances
<b>Code of Conduct Conferences</b>	100's	100's	100's	100's	Conferences concerning student code of conduct ("COC") matters
<b>Grievance Conferences</b>	20	5	2	6	Conferences concerning Grievance matters
<b>Appeals Hearings</b>	0	0	0	0	Student COC Appeals Hearings
<b>Suspensions</b>	9	2	2	5	Student COC Suspensions
<b>Student Meetings</b>	1000's	1000's	1000's	1000's	Meetings occurring between the OSA and students on miscellaneous matters
<b>Faculty Conferences</b>	62	43	59	67	Conferences between the OSA and faculty regarding COC or Grievance matters
<b>Administrative Conferences</b>	33	48	39	44	Conferences between the OSA and administration
<b>ASG Meetings</b>	85	34	33	33	Total # of Associated Student Government ("ASG") meetings attended by an OSA representative
<b>ICC</b>	43	30fa/30sp	30fa/30sp	36fa/33sp	Total # of Inter Club Council ("ICC") groups/clubs on campus
<b>ICC Meetings</b>	24	30	30	30	Total # of ICC meetings attended by an OSA representative
<b>Student Activities/Events</b>	50	112	118	101	Total # of Activities or Events held by the OSA
<b>Student Activity Participants</b>	unknown	unknown	1000's	1000's	Total # of students attending OSA activities or events
<b>Outside Meetings</b>	55	35	24	37	Meetings between OSA representatives and off-campus representatives
<b>Computer Center/Lab SU-28</b>	maximum	maximum	maximum	maximum	Total # of students using the computer lab
<b>Student Conference Travel</b>		3fa / 4 sp	2 fa / 4 sp	2 fa / 2 sp	Total # of conferences traveled to with students.

	2009-1010	2010-2011	2011-2012	2012-1013	Definitions
<b>Student Activities Office SU-202 (formerly the Comet Center)</b>	11,429	11,119	10,949	10,740	Total # of students purchasing Student Activity Cards (formally called Palomar Identification Cards – PIC)
<b>Diversity Center SU-204</b>	Est. 700	80% usage	90 % usage	90% usage	Total # of students utilizing the Diversity Center (opened September 2008)
<b>Club Hub SU-19</b>	NA	90% usage	100 % usage	90% usage	Opened September 27, 2010
<b>Food Bank SU-21A</b>	NA	106 students 863 items	160 students 2132 items	105 students 1621 items*	Opened September 27, 2010 (returned to OSA from EOP&S summer 2010) *Personal Items (10-15) also given out to 105 students
<b>ASG Executive Office SU-104</b>	Est. 340	Est. 425	Est. 512	Est. 625	ASG President and Vice President usage – student constituent work, events, and office hours
<b>ASG Senator Office SU-102</b>	Est. 850	Est. 925	Est. 1080	Est. 980	ASG Senator's office usage – student constituent work, events, and office hours
<b>Storage SU-18</b>	NA	16 clubs	16 clubs	16 clubs	Opened in October 2010; storage space for clubs
<b>Club Activity SU-18</b>	NA	3 clubs	5 clubs	3 clubs	Multi-purpose space; mostly dance clubs using space
<b>OSA Miscellaneous Services</b>	1000's	1000's	1000's	1000's	Total # of students utilizing OSA miscellaneous services (copies, faxes, scantrons, etc...) Sprinter and Bus pass services were moved to cashiers office spring 2010
<b>Commencement Organization</b>	80	90	90	105	Total # of hours invested by OSA representatives on behalf of Commencement planning and organization
<b>Commencement Attendees</b>	380	373	418	405	Total # of students taking part in Commencement to receive recognition (walking)
<b># of Certificates and degrees awarded</b>	2825	3013	3532	3430	Degrees and Certificates awarded to eligible students
<b>Number of Full-time Staff</b>	3*	3	3	3	Number of full-time staff available to serve students. *Hired Lindsay Koch Kretchman – Student Activities Coordinator March 2010
<b>Number of Part-time Staff</b>	0	0	0	0	Number of Part-time staff available to serve students
<b>Number of Student Workers</b>	12	14	17	18	Number of student workers available to serve students. We have student workers assisting with events, working in SU-202, SU-28, and SU-19
<b>Funding Incentives</b>	NA	NA	48@\$50.00	NA	Incentive to clubs for early reinstatement/add to club budget
<b>Mission 2 Be Clean &amp; Green M2BC&amp;G</b>				10 / \$1850	(Added data element in the 2013-14 PRP Year 2 Update) Campus cleanup campaign developed in 2008: used as a fundraiser for participating club teams
<b>OSA Gene Jackson Funding</b>	49	51	38	28	Students can receive up to \$50.00 for an emergency loan
<b>Emergency Textbook Loans</b>	29	20	22	22 / \$4000	Students can receive up to \$250.00 for textbook loans
<b>OSA Monetary Request Funding</b>	20	18	14	9 / \$7660	Clubs and Departments can request funding for special projects
<b>ASG Scholarships</b>	2	12	12	11	ASG awards scholarships each year

	2009-2010	2010-2011	2011-2012	2012-2013	Definitions
<b>Campus Tours</b>	236 visitors Sp & Su 2010 only	847 visitors	411 visitors	396 visitors	Our office began assisting with campus tours in spring 2010 **request to have tours returned to Assessment/Outreach

### Office of Student Affairs Mission Statement

Student Affairs staff at Palomar College are focused on fostering learning environments that engage our students and empower them to develop strong leadership skills, inside and outside of the classroom. We are committed to providing well balanced programs and to supporting opportunities for the personal, social, recreational, spiritual, cultural and civic development of our students, to become actively engaged within the campus community and beyond. We value and care for our students and their rights, and embrace diversity by cultivating inclusiveness and enthusiastically engage them in ways to inspire and mentor them.

We strive to meet the needs of our students and offer programs and services that increases student engagement, retention, and success rates.

#### I. A. Reflect upon and provide an analysis of the four years of data above

The data clearly demonstrates the magnitude of services provided to and for our students and staff. It is evident that the Office of Student Affairs (OSA) is playing a vital role in retention efforts, extra-circular events, and student engagement. Our efforts are filled with diverse programs, wide varieties of support and overall effectiveness. We are proactive in developing beneficial programs for students and we attempt to be forward thinking so we can prepare for changes, adjustments, and meet the demands of our incredible students.

**Update:**

We attempt to provide as many services as possible. Our office is overwhelmed some days with the demands and always exciting unknowns.

#### I. B. Please summarize the findings of SAO assessments conducted.

**2012 Commencement SAO:**

**Commencement Photo Opportunity:** The Office of Student Affairs will create a “Photo Opportunity” station for graduates and families to take pictures following the ceremony.

**Update:**

Highly successful.

**2013-2014 SAO:** The Office of Student Affairs will develop and offer an improved professional photography option, such as a portrait, to compliment other photography options available for Commencement 2014.

I. C. Reflect upon the SAO assessment findings in Box B above. Discuss overall observations and any areas of concern or noteworthy trends.

Families and graduates used the photo opportunity area up until almost everyone left the football field. It was one of the last sections we tore down since it was so popular. We are planning to either increase the size of the station or add a second section for the 2013 Commencement Ceremony.

**Update:**

We added a second Commencement Photo Opportunity station area for 2013. We purchased two nice bamboo screens and with the help of the grounds crew from facilities we decorated the area with live plants. Highly successful and enjoyed by many graduates and families.

We will assess the 2013-2014 SAO in the next PRP review.

## STEP II. PLANNING

Reflecting on the 4-year trend data, the SAO assessment results, and the college's [Strategic Plan 2016](#), describe/discuss the discipline planning related to the following:

II. A. Programs changes and improvements (consider changes due to growth in FTES and Headcount, CSU/UC transfer language updates, articulation, workforce and labor market projections, certificate or degree completions, etc.)

Our planning must include continued services and offer student engagement efforts outside the classroom. Programs appear to be very successful and there is an increased demand for and increased participation rates for most of the events we offer. We accepted ownership of the food bank, knowing it was one of the most important services we could offer our struggling students. We increased the amounts of money we offered to many departments that submitted Monetary Requests. There is no doubt that our events and student activities have increased, serving our night students and our Escondido students.

**Update:**

We have seen an increased demand for our Food Bank services.

We purchased a heavy duty Konica copier for our student computer lab. Limited free printing is one of the benefits students receive when they purchase the Student Activity Card and more and more students are taking advantage of the service. We purchased sidewalk signs, table tents, and produce 1000's of flyers for advertising. We also use tanks of helium for balloons, have large "event" flags for promotion, and we provide weekly "Student Activity Shout Outs" through general emails.

**Update:**

Facebook page is managed by the Student Activities Coordinator.

There is an interest in Leadership Workshops for our students and we have had great success with faculty presenters. Our biggest challenge in the Leadership offerings is finding times that suit the interested students. We will continue to find avenues to offer Leadership programming.

**Update:**

Ongoing. We offer Leadership sessions in the ASG Retreats. We travel with ASG students to Leadership Conferences.

We saw a slight drop in our Student Activity Card (SAC) sales but that may be due to reduced course offerings, increased fees, and the economic downturn. The benefits we provide for students are well worth the \$15.00 to purchase a SAC every semester. We see a trend in the increasing

**II. A. Programs changes and improvements (consider changes due to growth in FTES and Headcount, CSU/UC transfer language updates, articulation, workforce and labor market projections, certificate or degree completions, etc.)**

numbers of benefits being used per student. In the past, many students only used the card for identification and now they use all benefits: most costly for us since the \$15.00 charge does not cover the cost of the benefits provided.

**Update:**

Our benefits package is completely aligned with student success. We offer 2G flash drives, scantrons, and green books, lots of food, discounted movie tickets, book bags, Day Planners, discounted bus/sprinter passes, as well as free printing in SU-19 (Club Hub) and SU-28 (Computer Lab). Please see the table attached in section IIB.

We added student space, although it is not enough, it has been a nice addition for students and clubs. We completed the acoustical upgrades and the Student Union is used at about maximum levels Monday thru Thursday.

**Update:**

Still need more space.

We are completing the Flat Screen Technology project in the Student Union (SU), which will provide 6 flat screen monitors in the SU and provide Direct TV programming. We will be able to show world events, sporting events, and news. It will also help with event displays and specific Palomar College dates and student information. We were fortunate to receive grant funding from the Foundation for this project and I am certain our students will be pleased with the updates.

**Update:**

The 6 flat screen monitors are operational and are programed with Closed Caption. A varied of television programming is used including ESPN, Animal Planet, The Science Channel, History Channel, and several news channels. The flat screens have been used by other groups, Classified Staff Day, Full-time Plenary, Part-time Plenary, Scholarship (Foundation) event, and others. The flat screens have been very well received and appreciated.

We have improved the discipline process and added a spreadsheet to help with data collection. We have seen an increase in discipline reports that appear to deal with students that may have some level of mental illness.

**Update:**

We started the HELP Pilot Program through funding from Health Services. I have been able to refer students to licensed professionals that may be able to assist the students. The Behavioral Intervention Team is meeting again and I am hopeful that in the near future we will have something in place for our students with mental health needs.

It will be imperative to reconfigure the OSA SU-201 office space. It is also a priority for our office to continue to seek and/or recapture student space. We need more student space.

**Update:**

See Details in IIB.

Commencement continues to grow in many areas. We have record numbers of eligible students and record numbers of guests attending the ceremony. We have added live productions: a student is selected to sing the National Anthem, The Brass Ensemble performs before and after the ceremony, and the Brass Ensemble also plays live as the "Colors" are presented and removed. These additions have really improved the ceremony and the office receives many compliments and thanks for making the event special. We added a photo opportunity spot this year and it was used at its maximum level (our Service Area Outcome). This is the only district funded program in our area. The funding may need to be increased to accommodate increasing numbers of eligible students as well as the ability to serve all guests that come to the Commencement Ceremony.

**II. A. Programs changes and improvements (consider changes due to growth in FTES and Headcount, CSU/UC transfer language updates, articulation, workforce and labor market projections, certificate or degree completions, etc.)**

**Update:**

2013 Commencement was another wonderful event. It takes many committed people and departments to ensure success and fortunately, here at Palomar College we have people willing to go above and beyond to make sure Commencement is a success. The ceremony is a highlight for many graduates and their families as well as faculty and staff.

A recommendation was submitted to add US Territories flags to our Commencement flag display.

As we continue to upgrade our flag display, it has been suggested to recognize our International Students with displaying graduating students' home countries flags. The cost for the additional flags will need a funding source.

**II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.)**

We are very aware of the fact that space is a premium on campus at this time. New buildings are going up but swing space is needed and it may be 6 or more years until we have an opportunity to build out the Student Union. We added the Club Hub (SU-19) and Storage space and Multi-purpose space (SU-18); and we are bursting at the seams. Our Computer Lab (SU-28) is used at maximum capacity. The Diversity Room (SU-204) is too small for some of the student groups that meet there and when the ASG has a full board, we are overflowing. The ASG offices (SU-104/102) are too small to accommodate the ASG Board with the potential of 25 members and one secretary for a total of 26 students (when we have a full board) trying to use the space. We may need to consider a space that will accommodate more computers for student use. Within a few years, we will need a larger meeting room space for the ASG and large clubs. Currently, we need more Club Hub space, more storage areas for the OSA, ASG, SAO and clubs, more ASG Senator office space, a larger multi-purpose space, and more outside shady and rain protected areas. This issue is a major concern for our programming and our ability to serve all student clubs and the ASG.

**Update:**

As stated by Vice President Perez, we plan to pursue solar upgrades to the Student Union, since available funding (*Prop 39*) has been announced. The SU has solar capacity if rooftop panels are installed and the panels can be used to offer more shade and rain protection in the front of the building.

**LOCATIONS:** Student Union (SU) areas;

**SU-19 Club Hub:**

We need 4 new computers in the Club Hub and may need more if we have an opportunity to expand the space.

**Update:**

The Club Hub needs bright new paint and updated furniture.

**SU-18 Club storage and Multi-purpose room:**

Need more storage already and have student groups that need a larger multi-purpose area for club use.

**Update:**

The newly added storage space is quickly filling up with club items and is nearly at full capacity now.

**SU-28 Computer Lab:**

II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.)

Need more space and need to upgrade computers.

**Update:**

As an Activity Card benefit, we opened the computer lab during summer 2013 for the first time. It was very well received and students used it at almost full capacity on most days. Additional bulletin board will be added for advertisement of upcoming student and campus wide events.

**SU-22 Veteran's Support Center:** Currently used by Veteran's Office.

When the Veteran's move into the A building we need to recapture that room for clubs.

**Update:** NA

**SU-21 Small Conference/meeting room:** available for small club meetings and small ASG committee meetings.

**Update:**

ASG and clubs have been encouraged to use this space for small meeting.

We offer this space to the Veteran's Resource Center in their effort to meet confidentially with students on Monday and Wednesday's.

The space was also offered for fall 2013 to assist with the HELP pilot program but counseling found an office space that could be used 2 days a week. It will be made available if necessary to continue with the HELP program if it continues spring 2014 and there is a need for the confidential meeting space.

**SU-204 Diversity Room:**

We will purchase a Blue Ray player for SU-204.

**Update:**

We plan to purchase a Blue Ray player during fall 2013.

Purchase a system installed to display club logos so it can be changed out each semester. We want a system that allows for exposure of active club participation and pride in what each club represents and promotes.

**Update:**

In progress.

We have identified a need to add 4 more tables to accommodate the larger groups.

The room also needs new bright paint.

**SU-203 Conference Room:**

We may need to consider options available for using SU-203 as an overflow space for student group's if/when more meeting space for staff groups (in new buildings) becomes available.

**Update:**

We have begun allowing student groups (ASG Election Committee, Clubs meetings, ASG Secretary Interviews) to use SU-203.

**SU-202 Student Activity Office (SAO):**

SAO needs an additional computer station for our student workers along with a second computer with e-services networking for students to use when purchasing activity cards. SAO needs a small copier/printer. We need a new card printer for SU-202.

**II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.)**

We will order 4 new canopies for the 2012-2013 school year. Our canopies are used for all Student Activity events and we allow departments to check out our equipment when we are not using them.

**Update:**

Purchased and received one new canopy.

Ordered 4 new card printers (October 2013).

Ordered and purchased a new copier for SU-202.

We have started tracking our Student Activity Card Benefits. We provide benefits that assist with Student Success, student engagement, and hopefully, student retention. Information is provided in the table below. Strategic Plan 2016; Goal 1: Student Connections, Pathways, Learning, and Success.

Student Activity Card Benefits 2013-2014	Item Amount	Approx. amount Budgeted	Comments
			<b>Attempt to link all benefits to Student Success</b>
Gift - Fall - USB Drive (flashdrive)	500 USB drives	2000	Students are very excited to receive these
Gift - Fall - Daily Planner	500 individual planners	1500	Students love these
Gift - Spring - Earbuds	500 earbuds	2000	New item
Gift - Spring - sticky note books	500 booklets	1500	sticky notes welcomed
Monthly Movies & Snack	10 events	6000	Movie and a snack
Aramark expenses:			
Summer Months	3 months	600	needed
Fall Months	4 1/2 months	4500	needed
Spring months	4 1/2 months	4500	needed
Coffee Nite & snack - SM	8 events	3200	Evening students are grateful
Coffee Nite & snack - Esc	8 events	2400	Escondido Center students are grateful
Finals coffee - Fall	4 days	750	includes a cookie
Finals coffee - Spring	4 days	750	includes a cookie
Computer Lab usage	3 semesters	printing 10/ per day/per student	capacity usage
Computer Lab copy services	approx. 200 per month	Toner and Paper - no charge	Tied to the copier purchase
Discount Movie Tickets - 8.50	180 tickets	1,440	
Discount Movie Tickets - 7.50	180 tickets	1260	
Scantrons	300 Scantrons	180 (\$60 for 100)	Students appreciate these
Green Books	100 Green Books	50 (\$25 for 50)	Students appreciate these
Continued next page			
Student Activity Card Benefits 2013-2014	Item Amount	Approx. amount Budgeted	Comments
			<b>Attempt to link all benefits to Student Success</b>
Grab n Go	10 events	600	These events are becoming very popular

**II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.)**

Sept	200	600	
Oct	200	600	
Nov	200	600	
Feb	150	600	
Mar	200	600	
Apr	200	600	
May	200	600	
Destress Fest (2 events)	300	3000	
NCTD Sprinter discount pass cost	250 per month	500 per month	

We are creating an Inventory List in an effort to track equipment purchases and future replacement costs.

We are adding detailed tracking processes for our Club Reinstatement procedure.

We have created a Share Drive for our office in an effort to streamline all services and enable all of us to access important information, especially when one of us is out of the office.

**SU-201 Office of Student Affairs (OSA):**

OSA needs to be reconfigured for separate office spaces for the Student Activity Coordinator and Staff Assistant. The only private office is the Directors office and that is used almost at maximum levels for confidential meetings and disciplinary meetings. The office can be extremely noisy and sometimes it is impossible to hear during phone conversations and for meetings.

We need to find space to securely add more club/ASG mailboxes.

Purchase two I-pads for staff.

Personnel training for new software that will be used for the Flat Screen Technology in the SU.

**Update:**

It is imperative to reconfigure the OSA SU-201 office space.

Added 12 additional mailboxes for ASG/Club use.

Discussion is taking place regarding our I-pad request. May identify new/different technology to meet our needs.

As we continue to grow and if our staffing request is approved, we need more office space in SU-201. The reconfiguration of SU-201 has been a priority in our area for a few years now. We have simply outgrown our office space and operational space in SU-201. We cannot efficiently serve the number of students and staff, let alone our program offerings and requirements in the current space.

Several years ago the idea of extending office space out onto the existing second level patio was brought to my attention.

I was told the SU patio was built structurally to support enclosing the space.

It may be the best solution to adding critical operational office space until Phase II of the Student Union remodel is complete (which I believe has been moved down in the prioritization of projects).

I intend to look at the feasibility of enclosing the patio and adding office space, conference room space, and incorporating our Student Activity Card operations into one area. If that is feasible, we may consider using SU-202 to assist with the ongoing increased office space requests from the ASG.

**II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.)**

We are also aware of the need for emergency training in our area for active shooter scenarios, catastrophic events and unforeseen situations. We have successfully used the “Red Folder” emergency procedure with Campus Police but it will only be effective in very low levels of emergency situations.

We also need ADA compliant doors in our areas. We have students with disabilities using our services, offices, and meeting spaces on a daily basis. We are sensitive to the needs of our students with disabilities and we assist with all services, but facility improvements may need to come sooner than later. If we move forward with a remodel of the SU patio we need to make sure we are ADA compliant.

**SU-104 ASG Executive Office:**

Need more space.

**Update:**

Still need more space – no changes in this area at this time.

Changes are in early discussion as identified above under SU-201 planning.

**SU-102 ASG Senator Office:**

Need more space.

**Update:**

Still need more space – no changes in this area.

Changes are in early discussion as identified above under SU-201 planning.

**SU-103 International Student Office:** Is used by the International Student Program currently.

May need to recapture that space for the ASG if we can find a comparable space for our International Students/Staff/Director.

**Update:**

In several conversations with the Director of the International Student Program, it appears they are happy to stay in SU-103.

Maybe in the future, as more new space becomes available, they will agree to move into a different building.

**Student Union itself:**

Provide training and purchase new software that will be implemented with the new Flat Screen Technology in the Student Union

Pay for the Direct TV programming for Flat Screen Technology

Plan for increasing shade and rain protection by adding a permanent covering in front of the SU (where the old retractable screens were located).

We are in desperate need of paint in all areas. We need inside paint and outside railing paint. We need more outside tables, umbrellas and chairs and more inside chairs for the Student Union.

Upgrade the speaker system in Student Union.

We need to increase our advertising areas in SU-201, SU-202, and in the Student Union. We will design and purchase vinyl banners to be used for advertising (SU railings, SU-19, SU-28) as well as install glass display boards.

**Update:**

Painting was started on the outside of the building but is incomplete. The railings are rusting and the birds continue to build nests in the overhangs of the roof structures. The speakers were worked on and the sound seems to be better when people speak into the microphone correctly. There was a request for a designated disabled table to accommodate our disabled students while eating on campus. The request was

**II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.)**

sent to facilities and they were looking at adding additional tables to meet the needs of our students.

Solar panels can be retro-fitted (it's all set up for solar panels) to the roof which will also add shade and rain protection to the front of the SU. Funding has been announced by Vice President Perez.

**Staff Lounge:**

There has been discussion regarding recapturing the Staff Lounge now since the new buildings have accommodations for faculty and staff and there is a part-time faculty workroom available for part-time faculty to use.

**Update:**

Still need more space – no changes in this area.

**Escondido Center:**

Need a dedicated space to provide Student Activity Cards and provide benefits. We offer night events at Escondido and it would be nice to eventually do some daytime activities.

**Update:**

It appears we have a very small dedicated work space now that the remodel is nearly complete. We offer card services and we know the benefits, especially the discounted bus/sprinter passes are extremely valuable to our students. The students enjoy the coffee-nite events, scantrons, and variety of school supplies, but with another staff person, we may be able to offer day events in an effort to engage our Escondido students.

As we look at a potential new hire, possibly that person could rotate locations and assist with our services on the main campus and at the Centers.

**Rancho Bernardo (South Center) and Fallbrook (North Center):**

We also need new computers to be used in the Rancho Bernardo (South Center) and in the Fallbrook (North Center). Once the South and North Centers are providing services and offering classes for students not only will we need computers, but also card printers and cameras. By planning ahead for this, we will be prepared to provide quality Student Activity and Student Affairs programming/services to students that may only attend these centers.

We must also plan ahead for new office furniture in the Rancho Bernardo Center and the Fallbrook Center. We will need basic Student Activity supplies, including canopies, carts, portable sound systems, tables, storage cabinets, and other necessities for start-up. We must also prepare for Card 5 Activity Card software. Card printers, cameras, computers, and printers will be necessary in both centers.

**Update:**

Planning has begun and it appears the South Center will open in 2016.

As we look at a potential new hire, possibly that person could rotate locations and assist with our services on the main campus and at the Centers.

**General items:**

Computer software needs to be updated on all computers.

We may need to invest in a Student Discipline software program for tracking purposes.

We must develop and implement the Behavioral Assessment Team program / Palomar Cares Campaign in an effort to establish protocol and procedures in dealing with mental health issues and possible threatening situations in the classroom.

**Update:**

Some of the computers have been updated in the computer lab.

**II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.)**

Office computers may need to be updated soon.

We have started the HELP Pilot program, with Counseling and Health Services, which has been extremely helpful with our students with possible mental health issues. It is a valuable resource for our students and it is a critical component to our large campus community. I see an increase in student discipline issues and mental health issues. I have identified our need for emergency procedures and training for issues that may arise with disgruntled students. These issues may not always arise in the classroom and our department is a potential target mostly because student discipline is administered and it is the hub of extracurricular activity.

**Associated Student Government (ASG):**

Will continue with the Goals, Responsibility, Attitude, Determination; GRAD Campaign.

Continue advocating for Students. Continue to serve on shared governance committees and represent the student voice on campus.

Continue to recruit and retain a full board each year as well as highlight the successful transfers of most all members of the board.

They are in desperate need of more space as identified above.

The ASG needs an employee assigned to assist them directly with daily requests and needs. There is a high turnover of ASG members and it requires constant training and education regarding Education Codes, District Policies and Procedures, and their own By-laws, not to mention travel, meeting requirements, advocacy efforts and a wide variety of demands.

**Update:**

GRAD received SPPF allocations for spring 2013 and started their campaign with t-shirt giveaways, banners, wrist bands and club incentives.

ASG plans to continue with the GRAD program and request new SPPF funding to support the GRAD Campaign.

There has been early discussion on ideas to partner with other areas on campus to assist students. It is even more important now with the Student Success and Services Program coming from the Chancellors Office to help students from orientation/application/enrollment/ assessment to completion/transfer or certificate/employment.

Goals include outreach, GRAD Campaign, website development, and advocacy.

**STEP III. RESOURCE REQUESTS FOR DISCIPLINE:**

**III. A. Describe the resources necessary to successfully implement the planning described above. Provide a detailed rationale for each request by referring to the analyses of data and SAO assessment results in Step I and/or to any other evidence not apparent in the data or SAO Assessment results.**

Fund 11 – Student Activities; Director and Staff Assistant salaries/benefits, Commencement.

Fund 12 – Student Activity Fee; Student Activity Coordinator salary/benefits, student workers, all events, food, supplies etc., and Monetary Request.

Fund 71 – ASG Budget; Line items, ICC and club accounts, reserve.

Fund 72 – Student Representation Fee; Student Advocacy (local, state, and national/federal levels).

Fund 73 – Student Center Fee; facility payment and maintenance.

Student Affairs Vending account (0811660) was taken away by Student Services Vice President Vernoy.

**NOTE: The Office of Student Affairs is not asking for SPPF money at this time. We are in the process of prioritizing our departmental requests/needs and we will fund accordingly for 2012-2013.**

**Update: Included in the individual areas.**

**a. Equipment (per unit cost is >\$500) Enter requests on lines below.**

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
a1.							
a2.							
a3.							
a4.							
a5.							

**b. Technology (computers, data projectors, document readers, etc.) Enter requests on lines below.**

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
b1.	Computers, printers, and cameras for our Student Activity Card services in Escondido, North and South Centers as well as a portable (laptop) for services in Fallbook.		Goal 4 Objective 4.1	Student Center Fee	\$5,000 This reflects immediate needs, not complete set-up of all locations	One-time	Funded through Student Center Fee
b2.							
b3.							
b4.							
b5.							

**c. Budget for 4000s (per unit cost is <\$500 supplies) Enter requests on lines below.**

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
c1.							
c2.							
c3.							
c4.							
c5.							

**d. Budget for 5000s (printing, maintenance agreements, software license etc.) Enter requests on lines below.**

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
d1.							
d2.							
d3.							
d4.							
d5.							

**e. Classified staff position (permanent/contract position requests unique to this discipline) Enter requests on lines below.**

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
e1.	<b>ASG and ICC Coordinator Supervisory position</b>	<b>1</b>	<b>Goal 3 Objective 3.1</b>  <b>Staffing Plan 2016</b>	<b>No requests for additional staff member(s) in the Student Affairs organizational structure over the last 25 years. Demand for services is increasing as well as research supports engagement as a retention measure.</b>	<b>Estimated total: \$76,000 per yr. (Salary \$56,000 plus benefits \$20,000 )</b>	<b>On-going district funded position</b>	<b>No</b>
e2.							

e. Classified staff position (permanent/contract position requests unique to this discipline) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
e3.							
e4.							
e5.							

f. Classified staff position (temporary and student workers position requests unique to this discipline) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2016 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
f1.							
f2.							
f3.							
f4.							
f5.							

**Notable:** Currently we fund our student workers through our Student Activity Card account. As we move into the Escondido, South and North Centers we will require district funding assistance.

III. B. Are there other resources (including data) that you need to complete your discipline review and planning?

NA

**STEP IV. SHARE YOUR ACCOMPLISHMENTS** Please include at least one discipline accomplishment that you'd like to share with the college community.

We have so many highlights that it is difficult to limit this to one accomplishment. I would like to highlight three.

**Food Bank:** EOP&S needed to give up the supervision of the Palomar College Food Bank. The Office of Student Affairs was willing to take it on as an additional service because we know the importance of having the food bank available for our students. We have seen an increase of the number of our students that need the food and we have also seen how gracious our faculty, staff, and others students are that continue to help with the donations to keep our shelves stocked. The ASG has also been a large contributor and it is important to note that whenever we put the call out for food donations, they arrive.

**Update:**

We will host our annual “Food 4 Food” event on November 6<sup>th</sup>, 2013 to collect donations prior to the holiday season.

**Campus Tours:** This is another service that the Office of Student Affairs has taken on as an extra service. Tours were formally run by the Assessment Office and Campus Relations staff. It was becoming more and more difficult for that office to assist with the numbers of tours requested. Prior to hiring our new Student Activities Coordinator, Lindsay Kretchman, we were not in a position to offer campus tours. We again agreed to help out and we have hosted over 1,500 campus visitors on group or individual tours of the college since March 2010.

**Update:**

At this time, we have hosted nearly 1,900 campus visitors. We cannot continue to provide this as a service out of our office. It was originally run by the Assessment Center and it may need to be returned to them or another outreach office on campus. It started as a temporary offer of assistance for a few tours and it has turned into a much larger project than our office can help with going forward. There is an outreach committee working on all outreach efforts and campus tours must be included for the future, taking the temporary service out of our office. \*Lindsay Kretchman will be going out on maternity leave in November so we have changed our webpage to reflect that tours are not available through our office at this time. This item will be reviewed and linked to Goal 1; Objective 1.1.

**Student Union Upgrades:** This may be our largest project. We completed the acoustical upgrades and we are just about to finish the Flat Screen technology. We will have 6 - 70 inch flat screen monitors mounted in the Student Union (SU). Direct TV programming will allow us to show news, world events, and sports. We will also have the ability to display a rolling screen of important dates for students and upcoming events. We will also add 2 – 40 inch monitors for mtvU programming. We also added the Club Hub, club storage and multi-purpose space. Our students have greatly appreciated the space and continue to request for more space. Research continues to suggest that retention rates increase with student life events and activities. We are doing about as much as we can with the space we have to use at this time.

**Update:**

The mtvU project is near completion. It took extra time since the “feed” from mtvU into our IS area was more complicated than first thought. Our next large project may include enclosing the Student Union Patio space and using it for operations. We will begin researching the feasibility of the project. We added the Health Fair as a new event which could provide valuable information to our students. We are also pleased to partner with First Year Experience summer 2013 as we did for the Summer Bridge Program in summer 2012.

**STEP V. ACCREDITATION** For programs with an external accreditation, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.

NA

**STEP VI. COMMENTS** Other comments, recommendations: (Please use this space for additional comments or recommendations that don't fit in any category above.)

- 1- High priority is placed on reconfiguration of the OSA SU-201 for separate office space. This is listed above but it is a very high priority.
- 2- Staffing: as shown in our staffing plan, there will soon be a need for one more staff person to help with a combination of duties. We need assistance with events and activities (we use student workers now), ASG office support, disciplinary office support, and general office coverage, especially phones and office lunch coverage. The current structure does not allow for consistent breaks, lunch breaks, and

**STEP VI. COMMENTS** Other comments, recommendations: (Please use this space for additional comments or recommendations that don't fit in any category above.)

sick/vacation coverage. The ASG and ICC have many demands and as we move forward we may have to reduce services in an effort to meet the highest priorities.

**Update:**  
Removal of campus tours from our office is a priority.  
If we are fortunate enough to add an additional employee in our area as an ASG and ICC Coordinator, the configuration of the office space needs to be addressed.  
Ideas were discussed in the section on the possibility of enclosing the SU-patio area and providing our Student Activity Card operations in SU-201.

**Summary:**  
We are pleased to continue to add services and assist our students, faculty and staff. Our office is stretched extremely thin and some of our needs are reflected in our successes but we need another staff member and we need more space to handle the demands.

\* Lindsay Kretchman will be out on Maternity Leave in November 2013: **update**; she will be on mandated bed rest beginning October 22, 2013.

Please identify faculty and staff who participated in the development of the plan for this department:

Marilyn Lunde, Staff Assistant <i>Name</i>	Lindsay Kretchman, Student Activities Coordinator	Sherry Titus, Director, Office of Student Affairs
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<i>Name</i>	<i>Name</i>	<i>Name</i>
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\_\_\_\_\_  
Department Chair/Designee Signature Date

\_\_\_\_\_  
Division Dean Signature

\_\_\_\_\_  
Division Vice President Signature Date

- Provide a hard copy to the Vice President Vernoy no later than **September 14, 2013**
- Email an electronic copy to [jpettit@palomar.edu](mailto:jpettit@palomar.edu) by **September 28, 2013**
- Email an electronic copy to [jdecker@palomar.edu](mailto:jdecker@palomar.edu) by **September 28, 2013**