ADMINISTRATIVE SERVICES, PRESIDENT'S CLUSTER, AND STUDENT SUCCESS AND SUPPORT PROGRAMS, COLLEGE CENTERS
ANNUAL PROGRAM PLANNING WORKSHEET FOR 2022

Program: Student Life and Leadership   **Planning Year:** 2022

Last Year CPPR Completed: 2018   **Unit:** Student Life and Leadership

Cluster: Student Success and Support Programs

Please complete the following information. Please note that responses are not required for all elements of this document.

I.   **GENERAL PROGRAM INFORMATION**

     A.   Describe changes to program mission, if applicable.

        The department continues to assess the impact of COVID-19 and how it changes the delivery of programs and services.

     B.   Describe any changes in primary relationships, internal and external, to the District.

        NA

     C.   List any changes to program service, including changes and improvements, since last year, if applicable.

        Due to the COVID-19 mandates, the department continued to pivot to an online format for programs, services and activities and will continue until the campus returns to offering in person courses. Cultural Center events, ASCC Senate meetings/event and club activities continued in online virtual format. Student photo IDs modified the online request form and all IDs were mailed to students (starting summer 2020). During fall 2021, students were provided the option of in-person and mail for id card delivery. The food pantry on the SLO campus was temporarily moved to the library and the NC pantry was moved to the second floor of the Campus Center so students still had access. Starting fall 2021, both pantries were moved to their original campus locations. In addition to that, the department launched an emergency food grant request and students could receive one $50 food electronic card to a grocery store per semester. Our monthly food bank distribution continued during the pandemic and transitioned to a drive-thru format to limit individual contact. The department updated their webpage to reflect the online virtual format. This included updating "paper" department forms to Dynamic Forms or JotForms.

The number of students interested in student government increased slightly and that could be attributed to classes be offered in an asynchronous format. Students who previously may not have been able to join ASCC Senate because of synchronous classes were able to attend meetings. On the other hand, the number of student clubs has not increased since the pandemic started. Over half of the clubs (pre-pandemic) remain inactive.

D. List changes to program in the last year in reference to relevant statutory authority/program regulation and related compliance issues, if any.

Referenced in section V item A.

II. ANNUAL PROGRAM SUPPORT OF DISTRICT'S MISSION STATEMENT, INSTITUTIONAL GOALS, INSTITUTIONAL OBJECTIVES, AND/OR INSTITUTIONAL LEARNING OUTCOMES

A. Provide updates, if any, in how your program addresses or helps to achieve the District's Mission Statement in the last year.

Student Life and Leadership strives 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. The department was able to pivot and offer online virtual programs and services to continue promoting student engagement in all aspects of campus including shared governance, clubs and district wide activities.

Pre COVID-19, ASCC allocated a portion of its funds collected from ASCC Student ID card fees to help with campus needs. However due to significantly reduced student id card revenue in 2020-2021, ASCC did not allocate funds to departments. Even though revenue is slightly higher (at this time) compared to last year, ASCC does not plan to allocate funds to campus programs/services for the 2022-23 school year. ASCC may decide to revisit their funding allocation when ID card revenue stabilizes.

B. Provide updates, if any, to how your program addresses or helps to achieve the District's Institutional Goals and Objectives, and/or operational planning initiatives in the last year.

Institutional Goal 1: Access

Institutional Objective 1A: Increase enrollment of low-income and underrepresented students through intentional program development and targeted outreach efforts.
Institutional Objective 1C: Expand financial support and aid opportunities for students

The purpose of Student Life and Leadership is the cultivation of comprehensive student learning through the successful recruitment, retention, and development of students. The department encourages students to recognize that they are the principal agents of their own growth and development and to act in accordance with that recognition. The department challenges students to devote time and energy to educationally purposeful activities and to integrate in-class and out-of-class learning experiences. The department supports them in their acquisition of the skills necessary for lifelong growth, success, and productive citizenship. Through this support and encouragement, the department enhances the students' experience and promotes their successful completion of their educational goals. The Cultural Center continues to cosponsor or support events with the Black Student Union, Dreamers United Club, MEChA, Cuesta Pride. The department also addresses food insecurity by continuing monthly food bank distribution and food pantry. Due to COVID-19, we were able to create an emergency food grant process and provided $50 grocery e-cards to students (beginning spring 2020).

Institutional Goal 2: Completion

Institutional Objective 2A: *Increase in the number of students who earn an Associate Degree or Associate Degree for Transfer, credentials, certificates, or specific job-oriented skill sets*

- The department maintains an online off-campus housing resources to accommodate students in search of housing. This includes a homeless student resource webpage.
- Based on data provided in section III, students involved in campus clubs and who utilize the food pantry are more likely to persist and/or successful course completion.
- Cuesta College continued our monthly food bank distribution during COVID-19. The Coordinator serves as the district site leader. The activities assistant serves as a co-lead. The district host monthly (3rd Tuesday) distribution sites at SLO and NCC.
- The Cougar Food Pantry serves SLO and NC students.
- The department co-implemented "Cougar Voices". Cougar Voices was initiated towards the end of fall 2020 with a full implementation spring 2021. It is intended to enable students to connect with their peers in a zoom format. Each session has 2 faculty/staff present assist with facilitation. The sessions have monthly themes, i.e. basic needs, relationship building, cooking demo, etc. The planning group was successful in securing a foundation grant for 2021-22 and

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plans to reapply for 2022-23 funding.

- The department collaborated with Kinesiology faculty to offer exercise zoom activities. The planning started fall 2020 with zoom sessions offered spring 2021. This collaboration was based on feedback form ASCC students to create a space for students to exercise and connect with each other. Since more in person courses were offered in fall 2021, the department decided not to pursue additional online exercise sessions during
- The department assisted in distributing gas cards to students.

Institutional Goal 6: 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 cafeteria was redesigned and new furniture was installed at the end of the fall 2018 semester.   The ASCC Social Club (room 5312) area was redesigned to create a more engaging environment for students. The lobby of 5300 was also remodeled. ASCC approved funding to replace outdoor Student Center digital signage and was installed fall 2020. The next phase of renovating the Student Center includes installation of outdoor furniture to provide outdoor spaces for students. All of these options are intended to create a more engaging environment for students. The department started transitioning "paper" forms to dynamic forms enabling students and community to submit department forms online.

Institutional Goal 7: 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. Pre COVID-19 ASCC allocated a portion of their budget to multiple district programs and services. The ASCC Advisor (department faculty coordinator) advised ASCC to not allocate funds to various departments due to the significant reduction in 2020-21 student ID card sales and uncertainty of in person fall 2021 class offerings. The ASCC Advisor will again recommend ASCC only allocate funds to their (and/or Student Life) programs/services for the 2022-23 year.

<u>Institutional Learning Outcome 1: Personal, Academic and Professional Development</u>

- The coordinator attended/participated in the following on campus activities or served on district wide committees:
  - Equity and Student Success Committee
  - Basic Needs Taskforce
  - Academic Senate

- Participated in Flex day workshops
- Co-presented "How and When to Address Student Need" flex workshop
- Co-led "Flip the Script: How to talk about closing gaps" flex workshop
- Selected to serve as a Data Equity Coach (spring 2021)
- Selection Committees (VPSS and Culinary Faculty)
- The coordinator attended/participated in the following off campus activities:
  - Association of California Community College Administrators Admin 001 program
  - California Community College Students Affairs Association (CCCSAA) Professional Development Workshops
  - Various statewide webinars (i.e. Latinx Student Success & COVID-19 Virtual Town Hall, Vison for Success webinars, etc.)
  - Attended the annual California Community College Student Affairs Association (CCCSAA) student leadership conference
  - ServSafe California Food Handler Certificate (required for food pantry)

The coordinator will serve as the Student Success and Support Programs Division Chair starting July 2022.

The department Activities Assistant participated on:
- Basic Needs Task Force
- Latina Leadership Network
- Flex professional development opportunities.

The Activities Assistant is also working towards her Masters in Library and Information Science.

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

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

Institutional Learning Outcome 2: Critical Thinking and Communication

After participating as a student leader, (ASCC and/or clubs) 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.

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).

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

Cultural Center

Since fall 2015, the department has received equity funding for a part time activities assistant. 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 Student Equity and Success Committee. The Center has implemented a series of district-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).

The Cultural Center has collaborated on/planned the following events:

- Native American Heritage Month Workshop: Gather Round Northern Chumash and Salinan Plant Uses. A collaboration with Cuesta Anthropology instructor Lise Mifsud and Cuesta students Kelsey Shaffer and Madeline Flood.

- Hispanic Heritage Month: Lessons Learned on How to Successfully Build a Career. A collaboration with Cuesta staff Aly Aguirre, SpaceX engineer Luis Aguirre and the Cuesta Latino Leadership Network Staff Chapter.

- Day of the Dead Celebration. A collaboration with faculty member Mario Espinoza-Kulick, the Latino Leadership Network Staff Chapter and the Latino Leadership Network Student Club.

- Day of the Dead Virtual Altar. A collaboration with Lana Rauch and the Latina Leadership Staff Chapter.

- Cultural Center Book Giveaway spring 2021. A collaboration with Cuesta College Library staff.

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- Autism Awareness Month: Staff & Faculty Neurodiversity Training. A collaboration with student club Wired Like This and Natalie Holdren of Santa Barbara City College.

- History of Voter Suppression. A collaboration with faculty member Zachary McKiernan.

- Recall Election Workshop. A collaboration with the San Luis Obispo League of Women Voters and Cuesta College Library staff.

- Black History Month: Spoken Word with Khalil Houston. A collaboration with Cuesta College Black Student Union.

- Black History Month: Time Documentary Q&A and Discussion. A collaboration with Cuesta College Black Student Union, Cuesta staff Donna Howard, Andrea Devitt, Renoda Campbell and student Gregory Williams

- Cultural Center Book Giveaway fall 2021. A collaboration with Cuesta College Library staff.

- Black History Month: Discussion of Ava DuVernay's 13th. A collaboration with Cuesta College Black Student Union and Cuesta faculty Zachary McKiernan.

The Cultural Center is currently collaborating on the following projects/events:

- Black History Month: BSU Presents – Vocalist and Bass Guitarist Shaun Munday. A collaboration with the Cuesta College Black Student Union.

- Black History Month: Cultural Center Black History Month Instagram Quote Contest.

- Funding to support the Cuesta Pride student club mural. A collaboration with student club Cuesta Pride.

- Funding to support the Ethnic Studies Teach-In. A collaboration with faculty member Mario Espinoza-Kulick and student club MEChA.

- Asian and Pacific Islander Month. A collaboration with Cuesta staff member Genevieive Siwabessy and faculty member Frank Ha.

- Awareness Gallery. A collaboration with the Cuesta Health Center and County of SLO Behavioral Health.

III. **ANNUAL MEASUREMENTS, ANALYSIS AND IMPROVEMENTS**

Programs are often impacted by institutional or other organizational change. Please review program-relevant institutional data sources, such as institutional enrollment trends, which along with some other relevant program data, is available on the SLOCCCD Institutional Research website. Other organizational or departmental measurements may provide useful information for planning in your program; please describe those measurements and the

data below.

A. Data Summary:

- Describe data collection tool(s) used.

- Include updates to program data results from the previous year, if any.

B. Data Interpretation:

- Describe results from previous improvement efforts to the program based on institutional or departmental changes.

- Identify areas if any that may need improvement for program quality and growth.

- Recommend any changes and updates to program based on the analysis above. For elements that require funding, complete the Resource Plan Worksheets.

Total Students Served	2018/2019	2019/2020	2020/2021
District-wide	59	68	33
- SLO	54	65	25
- North County	12	12	2
- South County	1	1	0
-Distance Ed	41	45	33

Student Life and Leadership	Student Success Units Completed/ Units Attempted Student Life	Student Success Units Completed/ Units Attempted College	1st Year Student Persistence Student Life	1st Year Student Persistence College
Annual 2017/18 Total	86.93%	78.69%	*	55.51%
Annual 2018/19 Total	83.33%	78.55%	*	55.37%
Annual 2019/20 Total	88.42%	83.49%	66.67%	52.61%
Annual 2020/21 Total	79.27%	74.64%	NA	

2019-20 is the first time 1st year persistence data was collected.
There is no first year persistence rate for Student Life and Leadership in the 20/21 academic year because ALL of the members were continuing students.

The department also collects data on photo ids issued, student activities and recognized clubs.

Department Function	Fall 2019	Spring 2020	Fall 2020	Spring 2021	Fall 2021
SLO Photo IDS Issued	1465	777	260	250*	589* 741**
NCC Photo IDs Issued	402	232	NA	NA	100**
Student Activities	271	141	76	***	***
Org. Use Permits	24	NA	NA	NA	NA
Recognized Clubs	24	28	10	10	11
Rolling Signboard Requests	18	NA	NA	NA	NA
MyCuesta Announcement Req.	15	NA	NA	NA	NA
SLO Social Club SARS Check-in	2418	785	NA	NA	NA
NCC Social Club SARS Check-in	1432	1071	NA	NA	NA

*Online Student ID Requests   ** In person Student ID Requests
***pending receipt of facilities report

Food Bank Monthly Distribution

Cuesta College was identified as a food distribution site at the end of the 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-leader is 406Corinna Stolp. The NCC co-leaders are Allison Phelps, Diane Limon and Ali Phelps. The distribution occurs on the third Tuesday of each month from 3-5pm. Each student/community member signs in and is provided prepackaged bags of dry goods and fresh produce.

Semester	SLO	NCC
Fall 2019	366	260
Spring 2020*	298	251
Summer 2020**	67	83
Fall 2020	242	258
Spring 2021	242	232
Summer 2021	43	98
Fall 2021	244	310
Total	1502	1492

*No Distribution in March   **Summer 2020 was our first-time offering food bank distribution.

Cougar Food Pantry

Student Life and Leadership opened the Cougar Food Pantry fall 2018 on the SLO and NC campuses. The pantry is currently funded through a statewide grant allocation. Within the past two years, we have seen an increase in the number of visits. From that, the department decided to review the persistence rates of students who visited the pantry compared to the overall college population. The data below significantly shows the positive impact the cougar pantry had on student persistence between fall 2018 to spring 2020. The food pantry utilization declined in spring 2020 once the COVID-19 shelter in place was enforced. The SLO food pantry was temporarily relocated to the Library Due to COVID-19, the department created an emergency food grant and is able to provide $50 e-grocery card to students once per semester (approximately 300 available each semester)**. During fall 2021, the SLO food pantry was moved back to 5305 and the NC pantry was temporarily located in N1102. The pantry contributed funds to support the "Home Away From Home" event.

Food Pantry Overall Usage

Semester	SLO	NCC
Fall 2019	8946 (1003)*	1990 (209)*
Spring 2020	4346 (765)*	837 (144)*
Fall 2020	414 (57)*	NA
Spring 2021	646 (94)*	NA
Fall 2021	977 (157)*	509 (93)*
Total	**15,329**	**3,336**

*Unduplicated Numbers   **808 e-grocery cards distributed fall 2020 – spring 2021

The Cougar Voices team created and launched a fall 2021 reopening survey (during spring 2021). Over 600 students responded to the survey. The team provided specific recommendations based on student responses:

- Virtual Student Services: The overwhelming majority of students want the option of online student services to continue. Student Services should review which services/programs can remain online with hours outside of 8am -5pm (Monday -Friday). Explore evening and weekend options.
- Registration Info: The class schedule was released prior to the forum/student survey and could have influenced student responses. Survey students prior to development of spring 2022 schedule and use student input.
- Concerns at Returning to Campus: Reopening Task Force develops and maintains an

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FAQ for students based on survey responses with up to date information regarding return to campus guidelines, programs, services, etc. Identify a district employee as a first point of contact for student concerns.   Students are unfamiliar with campus and will need campus tours or informative video highlighting key campus locations (SLO/NCC).

- COVID-19 Concerns: Students want easy to find information on district guidelines (i.e. mask enforcement, vaccination mandates, parking etc.). Develop messaging for campus community responsibilities in regards to COVID-19 policies, procedures and enforcement.

IV. **ANNUAL PROGRAM OUTCOMES (ASOS AND SSOS), ASSESSMENT AND IMPROVEMENTS**
Your program has established either Administrative Service Outcomes or Student Service Outcomes. Those outcomes are assessed and tracked in the Course or Program Assessment Summary. Review CPAS documents for ASO or SSO assessment results for program outcomes.

A. Describe any results from improvement efforts arising from ASO or SSO assessment in the last year.

B. Recommend changes and updates to program based on assessment of program outcomes. For elements that require funding, complete the Resource Plan Worksheets and review the Resource Allocation Rubric.

After participating as a student leader, (ASCC and/or clubs) 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.

The department conducted an end of the year ASCC assessment in spring 2021. The department asked ASCC Senate members to respond to specific questions related to their leadership development. The department utilized the responses to help guide program development (i.e. parliamentary procedure training, leadership skill development, etc.). The department plans to assess ASCC and Club leaders during spring 2022.

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The Cougar Voices Team plans to survey student participants during spring 2022. This will assist the team in assessing the monthly sessions and incorporating the feedback to our 2022-23 offerings.

Cultural Center SLO #1

Students will develop a deeper awareness and appreciation of their own cultures, experiences and recognize how they shape their views of the world and that of others.

Cultural Center SLO#2

Students will cultivate an awareness of and appreciation for a diverse breadth of cultures, identities, and experiences to become supportive and informed allies for each other.

Cultural Center SLO #3

Students will learn to communicate effectively with a diverse student population.

V.   ANTICIPATED SERVICE CHALLENGES/CHANGES
Provide a brief description of challenges or changes anticipated in the next year and any needs that have emerged as a consequence.

Suggested Elements:

A. Regulatory changes
B. Internal and external organizational changes
C. Student and staff demographic changes
D. Community economic changes – workforce demands
E. Role of technology for information, service delivery and data retrieval
F. Providing service to multiple off-campus sites
G. Anticipated staffing changes/retirements

A. Regulatory changes

The department coordinator and activities assistant are currently reviewing the requirements for implementation of AB 963 (Student Civic and Empowerment Act . AB 963 consists of six components: Coordinator, Action Plan, Events, Emails, Academic Calendar and Social Media.

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:

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• Student Center Fee

• Student Representation Fee: A $1 increase was implemented bringing the fee to $2. $1 remain at the district and $1 to the State Student Senate. The coordinator works with Fiscal Service to ensure compliance.

• Student Activities Fee

• Student Identification Card Fees

• Fees Charged Through Student Body Organizations

B. Internal and external organizational changes

The department continues to assess the impact of COVID-19 and the short and long-term effects on programs, services and modes of delivery.

C. Student and staff demographic changes

Student Life and Leadership continually assesses student demographics to ensure that we are meeting their needs for district programming and services. The department is actively recruiting students to join student government. It has been challenging to recruit students to serve in various ASCC roles for the following year. COVID-19 presents opportunities and challenges to the changing student demographics. The department continues to collaborate with Student Services and Academic departments to best support students.

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 has multiple SARS stations to gather information on number of students who utilize programs and services. During COVID-19, the department transitioned to offering a majority of programs and services to a virtual format. The department is also transitioning department "paper" forms to dynamic forms offering additional accessibility to students and community.

F. Providing service to multiple off-campus sites

NA

G. Anticipated staffing changes/retirements

The Student Center Assistant was on leave during spring 2020 and eventually retired during summer 2020. Since the position remains vacant, the department is not be able to provide adequate service to students and campus community. At this time, the department plans to hire an additional activities assistant in place of the Student Center Assistant. The job description is waiting approval.

Since the opening of the NC Campus Center, the department has struggled to provide adequate staff coverage in the Student Life and Leadership office (N1005). We opened a new office and expected existing staff to cover two sites. The current department staff (two) cannot longer split their time between the two locations and provide the level of service needed. During fall 2021 the department collaborated with CaFE and Career Connections to share the office space and provide staff coverage starting in spring 2022.

VI.   OVERALL BUDGET IMPLICATIONS

Provide a brief description of the immediate budget request(s) made in your [Resource Plan](#). These elements will be reflected in the District planning and budget process.

Elements:

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

A. The department plans to fill the Student Center Assistant vacancy with the hiring of an additional Activities Assistant. This position is key to the department operating efficiently and effectively. The department is also requesting converting the current Activities Assistant from 10 months 75% to full-time 11 month position. 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.

C. ASCC approved funding for a new Student Center digital signage (installed fall 2020).

B/D. (also incorporates D) The Student Center loan is retired and the annual fee revenue is approximately $65-75,000. The coordinator has developed a list of (SLO) student center facility needs, including remodeling, refurbishing, and/or operating the student center. The list below are projects that have been completed (or near completion):

1. SLO cafeteria was remodeled in December 2018 and new furniture was installed.

2. The ASCC Social Club (Room 5312) and lobby of 5301 were remodeled to maximize space and increase student usage.

3. The next project will include Student Center Outdoor Furniture.

4. Remove carpet in SLO food pantry and replace with tile.

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