ANNUAL PROGRAM REVIEW

NAME OF PROGRAM/DEPARTMENT/SERVICE AREA: **STUDENT AFFAIRS**

NAME OF PERSON SUBMITTING THIS REVIEW: Karen Pierson

DATE OF SUBMISSION: 10/14/2011

MANAGEMENT AREA (check one):

- ☒ **Administrative Services**
- ☐ **Instruction**
- ☐ **Student Services**

ASSESSMENT OF PAST PROGRESS

Describe your progress on your previous year's objectives:

Objective 1: **Continue to provide valued services to the FRC student community by maintaining existing contracts/agreements with outside agencies**	**Summary of Progress:** Services were provided to students through the following agreements. ▪ Health Services Agreement with Plumas County Public Health Agency ▪ Day and Evening Bus Service Agreement with Plumas County Transit System ▪ Loan Default Management agreement with WISS ▪ Student Right to Know agreement with CA Board of Governors ▪ CCC Apply Agreement with XAP Corp.
Connection to results from assessment of student learning and/or other plans: Student Services Plan	**Resources/Budget Used:** $25,000 – Health Services $ 35,330 – Plumas Transit Systems $ 10,645 – WISS (loan default management) $ 3,900 – Student Right to Know Reporting $ 915 – CCC Apply

Objective 2: **Establish Meal Plan**	**Summary of Progress:** A meal plan was developed and marketed offering 3 meals/day or 2 meals/day, Monday – Friday. Although original minimum numbers were not reached, the plan was piloted in Fall 2010 (2 students) and continued in Spring 2011 (5 students). Due to lack of student participants, the meal plan was not recommended for

Connection to results from assessment of student learning and/or other plans: Strategic Plan 2.2.4	continuation into 2011-12. **Resources/Budget Used:** CSSO/Cafeteria Manager time

Objective 3: **Establish Residence Hall Policies and Procedure, Budget and Organizational Chart.**	**Summary of Progress:** A Residence Hall Manager was hired in permanent status. A student handbook outlining policies and procedures for FRCRH was developed and ready for distribution for Fall 2011. A budget was established and authority to oversee the budget was given to the Facilities Director.
Connection to results from assessment of student learning and/or other plans: Strategic Plan 2.2.4	**Resources/Budget Needed:** Time of the CSSO, Residence Hall Manager, and the Administrative Assistant to Student Services.

Objective 4: **Develop and Pilot Community Education Program for Spring 2011**	**Summary of Progress:** Revision to the AP regarding Community Service courses is in process at the Cabinet level. A schedule of a variety of courses was developed and minimally marketed for Summer 2011. Due to lack of enrollment, the courses were not held. Another schedule of courses for Fall 2011 was developed, marketed in the local paper, and offered. A flow chart of operational processes has been developed along with necessary instructor and student forms. Procedures and forms will be evaluated and modified, if necessary, as processes are carried out.
Connection to results from assessment of student learning and/or other plans: Strategic Plan 1.1.7	**Resources/Budget Used:** CSSO

Objective 5: **Implement SEM Plan**	**Summary of Progress:** SEM identified key factors that must be considered to determine optimal enrollment. Using these key factors, SEM developed a matrix for academic programs, which is ready for data input. An ad hoc committee researched the viability of out-of-state recruitment as a revenue stream and reported their findings to SEM and Strategic Planning.

Connection to results from assessment of student learning and/or other plans: Strategic Plan 2.4.2, SEM Plan	**Resources/Budget Needed:** CSSO Time and SEM Committee Time and Effort

Objective 6: **Implement counseling model that includes a counselor role/position** **Connection to results from assessment of student learning and/or other plans:** Strategic Plan 2.4.3 Counseling Advising Model	**Summary of Progress:** Due to budget restraints this was not addressed- refer to new APR for Counseling and Advising **Resources/Budget Used:** Advising/Counseling Staff time.

Objective 7: **Develop Comprehensive Student Activities Calendar in collaboration with ASFRC/SIFE.** **Connection to results from assessment of student learning and/or other plans:** Strategic Plan 3.1.2	**Summary of Progress:** Due to reduced State funding, the hiring of a full-time Activities Coordinator was not accomplished and a part-time ASFRC Advisor was hired. ASFRC, SIFE, Sustainability Committee, Diversity Committee, and faculty and staff worked collaboratively to provide diverse educational, cultural, and social activities aimed at retention and student satisfaction. Events were calendared on the master web calendar to avoid overlap with other college and community events. Events were marketed through campus email, flyers, and local newspaper. **Resources/Budget Used:** $6160 classified, temp + fringes $647

Objective 8: Ensure appropriate staffing, skill development and workflow in student services. **Connection to results from assessment of student learning and/or other plans:** Strategic Plan 3.1.3	**Summary of Progress:** SIG provided the CAPP training; the Housing module was built, and is being reviewed by the Housing Director at this time. Brian Murphy completed a student exit survey using Survey Monkey that included satisfaction questions about Admissions/Records, Financial Aid, and Counseling/Advising. **Resources/Budget Used**: $46,376 (from budgets college-wide) was paid to SIG for training and consulting for Banner V8 upgrade; staff time; Institutional Researcher time.

Objective 9: Develop positive and aligned service model to the K-12 School District through TRIO Grants, Marketing and Outreach	**Summary of Progress:** Annual College and Career Fair was held on 9/21/10 and again 920/11. FRC provided an outreach person in the local high schools once a month to promote FRC. ETS alignment includes collaboration with the Outdoor Ed. program, Stewardship program, Entrepreneurship Fair, College & Career Fair, financial Literacy program, AVID, electronic portfolios and Cash for College program.
Connection to results from assessment of student learning and/or other plans: Strategic Plan 1.1.7	**Resources/Budget Used:** TRIO Director and staff time

CURRENT YEAR PROGRESS AND OBJECTIVES (FISCAL YEAR 2011-12)

What objectives and tasks will you take on for this year? (You may continue objectives from the prior year.) Are your allocated resources sufficient given your objectives?

Objective 1: **Work directly with all managers and staff to assure services are provided at the highest professional level**	**Action Plan (include who is responsible):** Karen Pierson Assess the workload and performance of each department. Provide guidance and direction to each manager. Conduct a performance evaluation for each manager. Provide guidance and direction related to customer service.
Connection to results from assessment of student learning and/or other plans: Student Services SLOs #1-6; Strategic Planning Goal 1.1; Goal 2.1; Goal 2.2; Objective 2.4.2; Goal 3.1; Goal 3.2; Goal 3.3; Goal 3.4; Goal 4.1; Goal 4.2	**Resources/Budget Needed:** Staff time

Objective 2: **Work with shared governance committees including communications, early alert, diversity, and SEM to further their mission and meet their objectives**	**Action Plan** (include who is responsible)**:** Karen Pierson Meet with each committee regularly with a prepared agenda and minutes. Follow up on initiatives deploying new developments to proper administrative decision makers.

Connection to results from assessment of student learning and/or other plans: See above reference to Strategic Plan and Student Services SLOs	**Resources/Budget Needed:** Staff time

NEXT YEAR'S NEW OBJECTIVES (FISCAL YEAR 2012-13)

What objectives and tasks will you take on for next year? (You may continue objectives from the prior year.) Will your allocated resources be sufficient given your objectives?

Objective 1: **Assess progress on this year's objectives and continue to improve**	**Action Plan (include who is responsible):** Staff time
Connection to results from assessment of student learning and/or other plans:	**Resources/Budget Needed:**

Objective 2:	**Action Plan** (include who is responsible)**:**
Connection to results from assessment of student learning and/or other plans:	**Resources/Budget Needed:**

NEXT YEAR BUDGET CHANGE REQUESTS (FISCAL YEAR 2012-13)

Please provide rationale for budget *changes* (attach budget request sheets for entire annual budget).

Budget Request(s): Amount	Account Code	**Rationale** (include connection to other plans)**:**
$676	5071	This shared expense for the copy machine was eliminated from last year's budget, but is still being billed. This amount restores the shared expense.
$		
$		

SUMMARY UPDATE FROM COMPREHENSIVE PROGRAM REVIEW

Based on data provided:

1. Describe the current status of the Program/Depart/Service Area.

2. Explain significant issues and/or changes that have occurred since the last comprehensive review.

3. Briefly explain significant changes expected during the upcoming year.

APPENDIX

Attach supporting documents as appropriate. Please see Instructions for examples of supporting documents per Management Area.