



Student Services Program Review Report Student Activities Center

Manager: David Okawa

Names of people who contributed to this report: David Okawa, Jay Shonkwiler, Institutional Research

Date: May 21, 2019

Date of previous program review: June 1, 2016

Part 1. Satisfaction with Support Services Provided

Review the results from core items in the Student Services Program Review Survey that are summarized the table below. See Appendix A for complete survey results.

The following ratings are from 198 students who have used the Student Activities services

	% Responded "Excellent"	% Responded "Good"	% Responded "Excellent" or "Good" Combined	% Responded "Excellent" or "Good" Combined in Last Review	% Difference
Hours of operation	45.7%	39.4%	85.1%	85.3%	-0.2%
Timeliness of response	41.2%	45.9%	87.1%	86.0%	1.1%
Clarity of procedures	44.9%	40.4%	85.4%	83.6%	1.8%
Quality of materials	44.1%	38.7%	82.8%	84.2%	-1.4%
Staff helpfulness	47.4%	36.8%	84.2%	83.5%	0.7%
Staff knowledge	45.7%	39.1%	84.8%	84.4%	0.4%
Overall quality of service	45.4%	39.2%	84.5%	84.9%	-0.4%

Part 2. Changes since last Program Review and Evaluation of Previous Goals

Provide a brief summary of the survey results (see Appendix A) and comparative analysis of the survey results with the results from the previous cycle (see table in Part 1). Document any accomplishments or improvements and provide insight on any significant challenges or obstacles the department/program has faced since the last review, particularly in relation to the survey results. Additionally, describe whether the goals and objectives identified in the previous review were met or not, and please provide explanations if the goals were not met.

Summary and Comparative Analysis of Survey Results:

Based on the Satisfaction Survey and the results in the table above we see small increases in 4 out of the 7 categories measured. All categories exceeded the minimum of 75%. The highest being 87.1% in the area of “Timeliness of response” and the lowest being 82.8% under the category “Quality of Materials”. The average score for all 7 categories measured is 84.8%. One possible explanation for the two decreases (the largest being 1.4%) could be due to our location change since our last Quality Review. It has been a period of adjustment for staff as well as students; learning about our new location in Gym 2 on the second floor. The relocation is due to the construction of the new Veteran’s Resource Center and the remodel of the SAC. In regard to the “Quality of our Materials” category incurring the largest drop (1.4%), while small, offers room for improvement.

Accomplishments, Improvements, Obstacles, and/or Challenges:

There has been a successful transition into our new swing space location and the group has settled into the operations. We also went through the transition of hiring a new Administrative Assistant after a long-time employee retired. Some improvements were made to our SAC. We purchased new foosball and ping pong tables. We have good use out of both and students seem to like it. We strategically placed signage on campus to direct students to our new location. We sponsored several new events to benefit the student body such as “Friends Giving” and “Spring Brunch”. One of the SAC challenges is making new students aware of our location since we are no longer in the center of campus. The utilization of flyers, posters, website, and communication may not have been as effective as we had hoped.

Comments on Previous Goals:

The previous goal for the Student Activities Center was to increase utilization of our computer lab. We have maintained the usage of our computer lab and by adding one more computer to the lab have increased usage slightly. We currently have 8 computers in our swing space location where before in our old location we only had 7.

Part 3. Mission Statement and Student Services Student Learning Outcomes (SSSLOs)

Provide the mission statement of your department/program and summarize the student learning outcomes (SLOs) for the department/program.

Mission Statement:

The Student Activities Center creates and provides students with a safe and welcoming environment away from the academic demands that they face on campus. The Center supports all active campus clubs, including the Associated Students Council, and provides a variety of program services and activities that enhance student life to assist and promote clubs that enhance their academic curriculum.

SSSLOs:

SSSLO: The focus of our SSSLO was based on the utilization of our campus Food Bank. We were looking to expand usage and expand services provided to our student body. The expansion in these areas would vary based on space, funding and personnel availability.

Part 4. Student Services Student Learning Outcomes (SSSLO) and Program Student Learning Outcomes (PSLO) Assessment

SSSLOs are assessed annually and are mapped to the college's PSLOs and ISLOs. SSSLO assessment provides an opportunity for dialogue regarding best practices and challenges in achieving outcomes. Review and summarize the results of the last two SSSLO cycles. Please include highlights from your SSSLO results and action plans, including best practices and challenges. What changes will be made to your programs and services, and/or the SSSLO process as a result of this assessment?

SSSLO Assessment Results from 2016-18 (theme: one-stop to non-stop) and 2018-20 (theme: guided pathways):

SSSLO for 2016-2018: Increase in student participation in Cypress College Food Bank. When we established our campus Food Bank in Spring of 2017 we had approximately 30 participants. To encourage participation we marketed and promoted the Food Bank. The key was to get the service up and running to serve our student population as soon as possible. In the Fall of 2017 we served approximately 80 students. In the Spring of 2018, one year after its inception, we were serving just under 100 students. That is approximately a 300% increase in the number of students served in one year of operation.

SSSLO for the 2018-2020: Continued increase in student participation in the Cypress College Food Bank. In the Fall of 2018 we continued to grow and we had approximately 130 participants. In our current semester we are serving approximately 165 students but this number is yet to be verified accurately by taking a physical count of all applications taken in Spring 2019 semester. The summer semester is not included due to the lower attendance during this period of time. Some significant changes have occurred in the 2018-2019 fiscal year. We added more toiletries to our inventory as well as clothing items. Significant assistance from outside organizations helps keep our inventory amounts up throughout the year. State Chancellor's Funding, local business donations, local church donations, Kennedy High School, funds from the Cypress College Foundation (monies donated and designated to be used for the Food Bank by our Faculty, Staff, Administration, and Alumni), and these are just to name a few. In regards to outreach, this Spring semester we added classroom visits and tabling efforts to get the word out about the Food Bank service to the student body.

Changes as a Result of SSSLO Assessment:

Our district will be partnering with Pathway to Hope, a local Orange County organization who already has its own Food Bank and housing connections. We hope to use their expertise and connections to take our operations to the next level (refrigeration for perishable meats, fruits and vegetables). Guidance how to more effectively and efficiently operate our Food Bank based on their experience and knowledge would benefit our students who use the food bank on campus.

Part 5. Faculty/Staff Involvement

Summarize the involvement of faculty/staff in the review process.

Currently, we have a Food Bank Advisory Committee which consists of faculty, staff, and administration. The group was the initial spearhead for starting our Food Bank back in the Spring of 2017. With their guidance and backing the Food Bank has grown and developed into a solid operation. Student Activities staff, work-study students, as well as Human Services Fieldwork students help maintain the day-to-day operations. The Office of Institutional Research was instrumental in bringing awareness of the services the Student Activities Center provides.

Part 6. Connecting Department Goals to Strategic Planning and Major Campus Initiatives.

Identify general goals and specific, measurable objectives your department/program plans to achieve within the next four years and respond to the related questions for each goal. These goals must directly relate to at least one of our major campus initiatives (see list below). Departments/programs should identify at least one goal per year. If any of your goals require fiscal resources, please complete Part 7.

Major Plans and Initiatives: SSSLOs, District or College Educational Master Plan, Student Success and Support Program (SSSP) Plan, Student Equity Plan, District or College Strategic Plan, Distance Education Plan, Technology Plan, Guided Pathways, Promise Program, NOCCCD Pledge, Dual Enrollment, Strong Workforce, College Outcome Assessment and Review Cycle Plan, or another plan or initiative.

Please modify the number of goals and objectives outlined below as needed.

Year 1: Goal 1: Increase the usage of the computer lab in the SAC

Supports plan(s) or campus initiative(s): SSSLO, Technology Plan, SSSP

Objective 1: Increase the number of computers in the SAC Lab to accommodate more students at any given time.

Person(s) responsible: David Okawa, Director of Student Activities and Academic Computing

Timeframe: 2019-2020 Academic Year

Objective 2: Promote and Advertise SAC Computer Lab

Person(s) responsible: David Okawa, Director of Student Activities and Jay Shonkwiler, Administrative Assistant I, Student Activities

Timeframe: 2019-2020 Academic Year

What fiscal, personnel, facility, or technology resources are required for you to implement this goal and complete your stated objective(s)?

Response: Fiscal cost of adding another computer will be discussed with Academic Computing. Possible fiscal resources are Technology Funding or One-Time Funding.

What defines overall success for your goal and what metrics will be used for evaluating progress?

Response: The computer lab usage will be measured at the beginning of the Fall 2019 semester, prior to adding the additional computers. The usage will be measured again on specific dates throughout the semester until the end of Spring 2020 semester. This can be accomplished by having a daily sign-in sheet. Based on the Institutional Research survey, this is one of the most consistently utilized services of the SAC and we would like to see its continued growth.

Which of the student services division themes and trends are supported by this goal? (Mark blank column with X for all that apply):

	Inclusion/Equity/Diversity
	“One-stop to Non-stop” service
	Completion (Transfer/Degree/Certificate)
	Retention and/or Persistence
	Student Engagement
X	Student Access

X	Student Support
	Student Learning
	Student Advocacy
	Accessibility/Universal Design
	Other (please specify):

Year 1: Goal 2: Successfully partner with Pathways to Hope regarding improvements with Food Bank

Supports plan(s) or campus initiative(s): SSSLO, Equity, Diversity, SSSP

Objective 1: Development of Food Bank Operational Plans under the guidance of Pathways of Hope

Person(s) responsible: David Okawa, Director of Student Activities, Jay Shonkwiler, SAC
Administrative Assistant I, and Pathways of Hope Designated Employee

Timeframe: Academic Year 2019-2020

Objective 2: Implement Food Bank Operational Plans by using Pathways of Hope as a resource

Person(s) responsible: David Okawa, Director of SAC, Jay Shonkwiler, SAC

Administrative Assistant I

Timeframe: Academic Year 2019-2020

What fiscal, personnel, facility, or technology resources are required for you to implement this goal and complete your stated objective(s)?

Response: The partnership with Pathways of Hope is critical. The development of a food bank operational plan will be the driving force behind what takes place to elevate the food bank to the next level. Fiscally, funds from the State Chancellor's Office will be utilized in the 2019-2020 academic year. Based on the numbers presented by the Office of Institutional Research survey, this goal should increase the awareness and usage of our Food Bank.

What defines overall success for your goal and what metrics will be used for evaluating progress?

Response: If we are able to implement a minimum of 60% of the Proposed Food Bank Operational Plan provided by Pathways of Hope and it helps increase inventory for our Food Bank Participants then we have done well.

Which of the student services division themes and trends are supported by this goal? (Mark blank column with X for all that apply):

	Inclusion/Equity/Diversity
	"One-stop to Non-stop" service
	Completion (Transfer/Degree/Certificate)
	Retention and/or Persistence
	Student Engagement
X	Student Access
X	Student Support
	Student Learning
	Student Advocacy

	Accessibility/Universal Design
	Other (please specify):

Year 2: Goal 1: Increase overall utilization of Student Activities Center which include computer lab, Associated Student Council, SAC Conference Room, Club Participation, Game room usage by student body.

Supports plan(s) campus initiative(s):SSSP, SSSLO

Objective 1: Develop a procedure to track the usage of game room activities (board games, ping pong, foosball)

Person(s) responsible: Jay Shonkwiler,, SAC Administrative Assistant I and David Okawa, Director of SAC

Timeframe: 2019/2020 to 2020/2021 academic years

Objective 2: Collect and analyze data to determine usage of various areas of Student Activities Center.

Person(s) responsible: Jay Shonkwiler, SAC Administrative Assistant I and David Okawa Director of SAC

Timeframe: 2019/2020 to 2020/2021 academic years

What fiscal, personnel, facility, or technology resources are required for you to implement this goal and complete your stated objective(s)?

Response: There are minimal costs involved other than the time spent by personnel gathering and analyzing the data to track the usage of the SAC. Based on the survey result done by the Office of Institutional Research this should increase the awareness of the SAC and the services it provides.

What defines overall success for your goal and what metrics will be used for evaluating progress?

Response: Success of this goal would be if we have a steady continued growth in the usage of the various areas of the SAC by the student body, campus clubs, Associated Students, and campus programs.

Which of the student services division themes and trends are supported by this goal? (Mark blank column with X for all that apply):

	Inclusion/Equity/Diversity
	“One-stop to Non-stop” service
	Completion (Transfer/Degree/Certificate)
	Retention and/or Persistence
	Student Engagement
X	Student Access
X	Student Support
X	Student Learning
X	Student Advocacy
	Accessibility/Universal Design
	Other (please specify):

Part 7. Student Services Program Review Committee Comments

Reviewer Comments:

Appendix A: Student Services Program Review Survey Results

Student Activities Center

A survey was sent to a random sample of Cypress College students and 198 completed the survey. The results are summarized below.

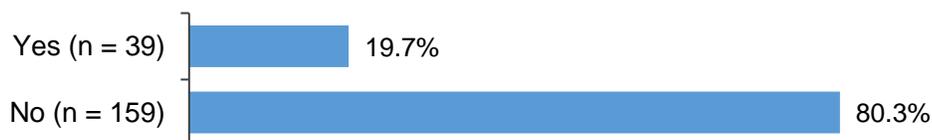
1. Are you aware of the new location of the Student Activities Center in Gym 2?



2. Are you aware that the Student Activities Center has a Food Bank?



3. Have you or someone you know ever utilized the Food Bank at Cypress College?



4a. Have you used the Student Activities Center at Cypress College within the past year?

	Students
Yes	98
No	100
Total	198

4b. If no, please share why you have not used these services:

Frequent Comments:

- Have not needed it (34x)
- Didn't know about it or where it is located (20x)
- Don't have time (15x)
- Take online classes (10x)

Other Comments (verbatim):

- They usually close early, so I never had a chance to go to the labs.
- They did not have any activities in the evenings that interested me or fit into my schedule.
- Over the past year I have not found myself on that side of campus at all.
- It's for the younger crowd, not individuals my age.
- It doesn't look that not been welcomed..(that I feel)
- I am an older adult student. I work and go to school. Just not interested.
- I am an elderly student and come for evening classes and then go home.
- Closes by the time I get to campus

5. Please rate the following aspects of the Student Activities Center based on your experiences.

	Excellent	Good	Fair	Poor	N/A or I don't know	Total
Hours of operation	43.9% 43	37.8% 37	10.2% 10	4.1% 4	4.1% 4	100.0% 98
Timeliness of response	35.7% 35	39.8% 39	9.2% 9	2.0% 2	13.3% 13	100.0% 98
Clarity of procedures	41.2% 40	37.1% 36	10.3% 10	3.1% 3	8.2% 8	100.0% 97
Quality of materials	42.3% 41	37.1% 36	13.4% 13	3.1% 3	4.1% 4	100.0% 97
Staff courtesy	38.8% 38	40.8% 40	12.2% 12	3.1% 3	5.1% 5	100.0% 98
Staff helpfulness	46.4% 45	36.1% 35	12.4% 12	3.1% 3	2.1% 2	100.0% 97
Staff knowledge	43.3% 42	37.1% 36	11.3% 11	3.1% 3	5.2% 5	100.0% 97
Overall quality of service	45.4% 44	39.2% 38	12.4% 12	3.1% 3	0.0% 0	100.0% 97

6. What services provided by the Student Activities Center have been most helpful to you?

Frequent Comments:

- Computers (45x)
- Printing (19x)

Other Comments (verbatim):

- The area to be able to spend down time between classes is always helpful
- It's just a fun place to hang out between classes
- The games help destress
- The entertainment factor
- Just having a space to lounge around that feels comfortable

7. What else can the Student Activities Center do to help you be successful?

Frequent Comments:

- More space (20x)
- More computers (15x)
- Nothing, everything is great (11x)

Other Comments (verbatim):

- Have more activities for online students
- Maybe something to engage the older folks on campus
- Make it less cliquy
- More events
- Make its availability more well known