Cerritos College
Academic Year 2019-2020 Student Activities
SELF-STUDY EXECUTIVE SUMMARY

Mission

Student Activities (SA) Office provides programs, engagement opportunities, and services that enhance the quality of the student experience at Cerritos College, and contributes to student growth and development. Student learning and development is the result of both academic and non-academic engagement, both in and out of the classroom, and the Student Activities Office is committed to providing opportunities that empower, educated, and engage students and the community, and enrich the Cerritos College experience.

I. **Program Review Process**

Although the initial program review process started in Spring 2020, it was put on pause due to the COVID pandemic and then resumed in Fall 2020. The purpose of the CAS program review process is to help the department identify strengths and deficiencies and determine an appropriate plan of action as needed.

This program review team had one chair, Sonia Gonzalez, Assistant Director of Admissions and Records. The chair role included serving as an external evaluator, encouraging critical dialogue amongst the team members, and overseeing the rating process.

Members of the SA program review team included the following:
Elizabeth Miller, Dean of Student Services
Nikki Jones, Administrative Clerk III
Maria Isai, Administrative Secretary II
Amna Jara, Student Activities Coordinator
Diana Madueno, Student Events Specialist
Cynthia Lavariere, Professor of Communication Studies and Faculty Coordinator, Office of Student Conduct and Grievances
April Bracamontes, Faculty Senate President

Over ten meetings, the team met to discuss the self-study assessment process, critically review, analyze areas of SA, and rate the department on each of the CAS areas. Dilcie Perez, the Vice President of Student Services attended the 1st meeting to introduce the process and a final meeting to review the overall experience and process.

II. **Summary of Findings**
   A. Significant Conclusions
      i. SA is part of a larger Student Affairs Division that encompasses Associated Student of Cerritos College (ASCC), the Office of Student Conduct and Grievances, and Basic Needs. For purposes of this review, the self-study team included ASCC as part of the SA assessment.

Cerritos College
Student Services

    ii.   SA provides a variety of events, communication, access, and promotion of available activities for both staff and students. There was no momentum lost with regards to services for students during the move from on-campus to off campus during the pandemic.

B. Meaningful limitations

    i.   Review process began in Spring 2020 and by that March, the college had moved off campus due to the pandemic. After discussion based on the campus closure and move to remote environment, it was decided by the VP of Student Services and Dean of Student Services that it would be best to postpone the review process until Fall 2020. This is listed as a meaningful limitation as it led to a delayed discussion between the first meetings and the finishing of the review process. It also significantly changed the discussion process using remote technology along with the assumption that remote technology would provide the same review experience to team members.

C. Primary Strengths and Weaknesses

    i.   Strengths: All items listed here scored a perfect 2 ratings area. This is significant because while SA score well on other areas, it was deemed relevant to only list those items where the team felt a perfect scoring had been achieved.

        a) Part 1. Mission (1.1, 1.2)
            SA has a mission that was reviewed within the last year which demonstrates their ability to stay current with department expectations.

        b) Part 2. Programs and Services
            SA seems to be very clear on how and when to provide activities for students and staff to help them maintain involvement across the college. SA accounts for technological and disability limitations and takes a proactive approach to serving a diverse student population. SA also provides multiple means of feedback for staff and students to share insight into what is working and what may not be working with regards to available activities.

        c) Part 7. Human Resources (7.1, 7.2, 7.3, 7.4)
            SA is fully staff with regards to full-time personnel. Due to the remote environment, the use of hourly personnel cannot currently be accommodated. SA offers new hires a thorough on-boarding process that includes training, expectations, and information on current direction of the department.

        d) Part 9. Ethics, Law, and Policy (9.1, 9.2, 9.3, 9.4, 9.5)
            SA effectively demonstrated the strive towards ethical accountability among students and events. SA provides both written and verbal feedback with regards to best practices, policies, and procedures. Information is not only disseminated directly to students, but also posted to the SA website and shared drives so that staff

Cerritos College
Student Services

and students can follow up as needed. SA provides the necessary budget training to student leaders.

  e) Part 10. Financial Resources
  SA follows guidelines and policies set by the college and external agencies to adhere to financial best practices, including audit procedures. The department allows for budget feedback and review and provides an equitable approach to students when requesting budget items.

  f) Part 11. Technology
  SA is currently updated with regards to technology and allows for an emergency budget line item to accommodate any unplanned technology replacements. SA utilizes college provided technology, such as Zoom, Skype, and FalconSync to continue to provide services and access to students during this remote environment. SA also consistently works with IT to confirm 508 compliance.

 ii. Weaknesses
  a) Part 3. Student Learning, Development, and Success (3.3)
  While SA offers a variety of programs and experiences for students and has developed some assessment of these programs and experiences, there is still a need to develop a true assessment of student learning and development.

  b) Part 4. Assessment (4.1, 4.2, 4.3, 4.4, 4.5, 4.6)
  As part of the review and development process of Student Learning Outcomes and CAS Program Review by Student Services, the SA office determined that a new set of goals and assessment would need to be developed.

D. Innovative Programs/Services/Practices
Name change from Student Activities to better promote the balance between academic and non-academic student involvement. Implementation of new name to begin formally in Spring 2021.

III. Recommendations
1. Create a standardized assessment process for how SA engages students and assesses learning from that engagement (Dean of SA).
2. Create a standardized assessment process for how SA engages students and assesses learning from that engagement (Dean of SA).
3. Create an official department procedure/policy review schedule so that updates are approached as a team effort instead of an individual basis as time allows (Dean of SA).
4. Provide more opportunities for professional development that is planned and aligned with department goals (Dean of SA).
5. Create a college communication plan that includes how to get college staff to better understand the roles they play in facilitating student communication and involved in SA activities and programs (Dean of SA).

Cerritos College
Student Services

6. Continue with the college's lead on implementing student equity by creating an implementation plan specific to SA (Dean of SA).