

# ADMINISTRATIVE SERVICES, STUDENT SERVICES AND PRESIDENT'S CLUSTER ANNUAL PROGRAM PLAN WORKSHEET

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

**Planning Year:** 2019

**Unit:** Student Life and Leadership

**Cluster:** Student Services

**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.

NA

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.

a. Campus Tours: Campus Tours transitioned to the Outreach, Orientation and Success Activities office in August 2018.

b. Food Pantry: The district received a 2017-18 Hunger Free Campus Support Allocation to establish a food pantry. The SLO campus food pantry opened April 2018 and the NC campus pantry opened August 2018. An additional allocation occurred in February 2019.

c. Student Life and Leadership Office at North County Campus: The new NC Campus Center opened June 2018 and the department opened a new office location (N1005). The new office houses Student Life and Leadership, student photo ID, food pantry, Cultural Center and ASCC student lounge.

d. Due to low enrollment, the leadership courses (L262 and L263) were cancelled.

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

NA

**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.

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. There are multiple departments that have become dependent on ASCC funding to augment their district allocated budget. Even though ASCC ID card revenue has not significantly increased, ASCC has made a positive budgetary impact on department programs and services. The table below outlines the ASCC budget allocations for 2018-19 to departments/programs across the District.

Department/Item	ASCC Allocation
Student Salaries	\$38,000
Intercollegiate Sports	\$5,000
Bus Pass/Public Transit Subsidy	\$5,000
Library	\$5,000
Student Success Center/Tutorial Services	\$15,000
Student Art Show	\$750
Intercollegiate Music Festival	\$500
Food Pantry	\$5000
DSPS	\$2,000
Athletic Training	\$880
Cougar Closet	\$355
Veterans Resource Center	\$700
Transfer Day	\$1,000
Student Community Liaison Committee (SCLC) MOU	\$500
CCPD Blood Kit	\$3500
Financial Aid – Backpacks/Supplies	\$1,000
Financial Aid Home Away Event	\$1,000
Social Club (SLO/NCC)	\$6,400
<b>Total</b>	<b>\$91,585</b>

- 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: Increase the rates of completion for degrees, certificates, and transfer-readiness overall for all students.**

**Institutional Objective 1.2: Foster a college environment where students are Directed, Focused, Nurtured, Engaged, Connected, and Valued.**

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 department also addresses food insecurity by continuing monthly food bank distribution and implementation of the Cougar Food Pantry.

**Institutional Goal 2: Increase student access to higher education.**

**Institutional Objective 2.1:** *Increase enrollment of low-income and underrepresented students through targeted outreach efforts.*

- The department maintains an online off-campus housing resources to accommodate students in search of housing. This includes a homeless student resource webpage.
- The department assisted in Cougar Promise Day and Connect@Cuesta.
- Cuesta College continued our monthly food bank distribution. The Coordinator serves as the district site leader. The activities assistant serves as a co-lead. The district host monthly (3<sup>rd</sup> Tuesday) distribution sites at SLO and NCC.
- The Cougar Food Pantry opened April 2018 on the SLO campus and August 2018 on NC campus.

**Institutional Goal 3: Develop and sustain collaborative projects and partnerships with the community's educational institutions, civic organizations, businesses, and industries.**

There have been multiple ways that Student Life and Leadership has supported this institutional goal.

- The Coordinator is a voting member of the Student Community Liaison Committee (SCLC). The ASCC President/Student Trustee serves as the co-chair of the committee. SCLC is a committee that is comprised of representatives from Cal Poly, Cuesta, City and County of SLO.

- Student Life and Leadership contacts local businesses to encourage participation in the student ID discount online booklet. The goal is to increase student patronage to local businesses.
- Student Life and Leadership partners with SLO County Food Bank for the monthly food bank distribution and food pantry.
- The coordinator attended the annual ASACC Advocacy conference with members of ASCC Senate and met with our congressional representative, Salud Carbajal, to advocate on the behalf of students.
- Applied and awarded a grant from the San Luis Obispo Human Relations Commission for the SLO campus food pantry.

**Institutional Goal 4: 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 is utilized 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. ASCC is considering multiple options to redesign the Student Center including room 5312 (ASCC Social Club) area, outdoor seating, and digital signage. All of these options are intended to create a more engaging environment for students.

**Institutional Goal 5: 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. As noted earlier, ASCC has allocated over 90,000 to multiple programs and services on campus.

**Institutional Learning Outcome 1: Personal, Academic and Professional Development**

- The department along with ASCC has sponsored a “Safe Spring Break” event. The department generally coordinates a community resource fair and distributes literature and giveaways addressing personal wellness.
- The coordinator attended/participated in the following activities:
  - Serve on College Council, Equity and Student Success, CCFT Council of Representatives, Homeless Taskforce and Academic Senate.
  - Serve on Guided Pathways Implementation Team starting spring 2019.
  - Served on district team attending the Leading from the Middle Academy.
  - Participated in Flex day workshops.
  - Completed California Food Handler Training (required for food pantry)
- The coordinator was successful in updating BP/AP 4300: Field Trips/Alternate Instructional Sites.
- The Coordinator received two professional awards:
  - National Association Student Personnel Administrators (NASPA) Region VI Community College Professional Award (Fall 2018)

- NASPA Community Colleges Division (CCD) annual Community Colleges Professional Award (Spring 2019)
- The activities assistant attended the annual California Community College Student Affairs Association (CCCSAA) student leadership conference.
- The Activities Assistant serves on the Equity and Student Success Committee and the Homeless Task Force.

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

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

### **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 or completion of course/internship.

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 college-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 color and success rates (Culture Center in Higher Education, Perspectives on Identity; theory; and Practice).

In order to better understand what kind of events students would attend, the Cultural Center regularly hosts taskforce meetings.

The Cultural Center has collaborated with the following local organizations/leaders to host events:

- Cal Pol Faculty
- Cal Poly Safer
- R.A.C.E. MATTERS
- ACLU (American Civil Liberties Union)
- SLO Women's Shelter
- Local Religious Leaders
- RISE (Respect. Inspire. Support. Empower.)
- SLO Mayor
- SLO Police Chief
- Central Coast Treatment Center
- HOPE (House of Pride & Equality)
- SLO League of Women Voters
- The Center
- Tranz Central Coast
- Transitions Mental Health
- San Luis Obispo County Behavioral Health
- Hoapili Pomaika'i Aloha

In addition to this, the Cultural Center has collaborated with faculty and staff to host events. A few examples are listed below:

- Women's Health Workshop (Cuesta faculty)
- The History of Women In Sports (Cuesta faculty)
- Screening of Documentary 13<sup>th</sup> followed by facilitated discussion (Cuesta faculty)
- The History of Protest in the Black Community (Cuesta faculty)
- Screening of Get Out followed by facilitated discussion (Cuesta staff)
- Día de Los Muertos Sugar Skull Making (Latina Leadership Network)
- Simon Silva Events (Student Success Center)
- De-Stress & Book of the Year events (Cuesta Library)
- Cultural Humility Workshop (Cuesta faculty)
- Domestic Violence Awareness event & Women's Health Workshop (Cuesta Health Center)
- Screening of Underwater Dreams (MEChA)
- Latinx Roles in Film (MEChA, Latino Leadership Network, Dreamers United)
- Queer Sensitivity & Ally Training (Cuesta faculty)

- Stop the Stigma Presentation & Resource Fair (Cuesta Health Services)
- Deeper Dialogues (Cuesta Faculty)

The Cultural Center is currently collaborating on the following events:

- Black Ink: The Power of African American Literature (Cuesta English Department, Cuesta Library)
- Recovery and Wellness: Growing Through Co-occurring Disorders (S.O.A.R, Cuesta Health Services, San Luis Obispo County Behavioral Health, NAMI San Luis Obispo)
- Screening of Miss Representation followed by facilitated discussion (Jewish Community Center of SLO, Cuesta faculty)
- Book of the Year Screenings (Cuesta Library, Book of the Year Committee)

#### *California Community College Civic Impact Project*

The coordinator, with assistance from the Director of Grant Development, submitted and received a \$10,000 grant for the California Community Colleges Civic Engagement Pilot Project. Cuesta College was one of twenty-five California Community Colleges awarded grants to support student learning and civic engagement activities. The department received an extension on utilizing the grant and collaborated with VPSS staff to fund the Community and Civic Resource Fair in spring 2019. The district received a grant extension to expend funds by December 31, 2019.

#### *DHSI Supplemental Funding Request*

The department participated in the development of the proposal and will collaborate on the following activities:

- Media literacy workshops(examples below)
  - Fake or Not – Strategies for determining if media is a reliable, accurate source of information
  - Researching the Issues – Acquainting students with resources and strategies for educating themselves about issues
  - Asking the Right Questions – Understanding the value of questions and how they can effectively shape inquiries into a topic
- Constitutional Controversies
  - Topics could include the following: Religious Freedom, Free Speech, and Executive Power and Federal Supreme Court cases.
- Campus Mural

### 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 and Assessment 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.

#### **Program Title: Student Life and Leadership**

Description: Program Information from IPPR, such as Mission, Program Outcomes, and Program Connection to College Mission and Goals

<b>Total Students Served</b>	<b>2015/2016</b>	<b>2016/2017</b>	<b>2017/2018</b>
<b>District-wide</b>	<b>79</b>	<b>56</b>	<b>57</b>
<b>- SLO</b>	<b>64</b>	<b>53</b>	<b>50</b>
<b>- North County</b>	<b>5</b>	<b>3</b>	<b>9</b>
<b>- South County</b>	<b>1</b>	<b>2</b>	<b>1</b>



Student Life and Leadership	1 <sup>st</sup> Year Student Persistence	Student Success Units Completed / Units Attempted	Staffing Ratio: HEADCOUNT/FTE
Annual 2015/16 Total	N/A	82.27%	3849.00
Annual 2016/17 Total	N/A	80.77%	2300.00
Annual 2017/18 Total	N/A	86.93%	3015.50

The department also collects data on photo ids issued, campus tours, student activities and recognized clubs (listed below).

<i>Department Function</i>	<i>Fall 2017</i>	<i>Spring 2018</i>	<i>Fall 2018</i>
SLO Photo IDS Issued	1474	764	1507
NCC Photo IDs Issued	376	242	462
Campus Tours	48	67@	NA
People on Campus Tours	324	302	NA
Cancelled/No Show Tours	8	16	NA
Student Activities**	255	248	253
Org. Use Permits***	27	28	31
Recognized Clubs	18	22	21
Rolling Signboard Requests	21	18	19
MyCuesta Announcement Req.	18	12	27
Social Club SARS Check-in	1138	1483	2050
SLL (SLO) SARS Check-in	553	595	746
SLL (NCC) SARS Check-in	NA	NA	1423
SLO Pantry SARS Check-in	NA	821 (319)*	3898 (556)*
NCC Pantry SARS Check-in	NA	NA	1348 (210)*

\*Unduplicated Numbers

\*\*Includes recurring events (except for Soccer and Rodeo Practices)

\*\*\* Does not include recurring event

### 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-leaders are April McGee and Allison Phelps. The NCC co-leaders are Julianne Jackson and Diane Limon. The distribution occurs on the third Tuesday of each month. Each student/community member signs in and is provided prepackaged bags of dry goods and fresh produce.

Semester	SLO	NCC
Fall 2017*	244	180
Spring 2018	305	278
Fall 2018	406	270
<b>Total**</b>	<b>955</b>	<b>728</b>

\*No distribution December 2017

\*\*Total Distribution = 1683

#### 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.

SSO: The Student Life and Leadership Office will assist students in combating food insecurities through providing a food pantry.

A mid semester (fall 2018) survey was emailed to all students who have visited the pantry (SLO/NCC). 67% of respondents stated the campus food pantry provide them with meals that you would have otherwise had to skip. 63% of respondents stated that using the campus food pantry, they were able to allocate funds toward other necessities such as rent, utilities, car

maintenance, medicine, etc. Finally, 80% of respondents stated that by getting food from the campus food pantry, they were able to focus more of your time and energy on class-related activities. Based on written responses, the department reviewed the food check out procedures and were able to address student concerns. The department will reassess at the end of the academic year (spring 2019).

### *Cultural Center*

The Cultural Center has identified the following goals/outcomes:

- Students will employ cross-cultural communication skills in their daily interactions.
- Students will be able to recognize the unique heritages, experiences, and values of others.
- Students will learn to identify and examine their own heritage, experiences and values.
- Students will participate in cultural events and come to appreciate the role they can play in expanding their worldview.
- Students will identify ways to function as an ally/advocate for underrepresented populations.
- Students will gain awareness of and learn to evaluate global, national and local diversity related issues.

The Cultural Center assesses attendees at every event. The following quotes are from students, faculty and staff responding to the prompt, “What did you like about this event?”

“A super relevant and important topic”

“I learned that me not believing all news is ok. I don’t watch too much nor do I read it, but now I know how to, what not to read or how to look at it.”

“Quality of content and delivery”

“The speaker was fun and energetic”

“Everything”

“The topic is so applicable to so many of us. The speaker was great!”

“Very inspiring and so approachable”

“The speaker was excellent and informative”

“The transparency, tools, perspective and awareness”

“I think it is important to learn about your rights”

“The information given was great. Lively presenter”

“it was great!”

“This is the first time I’ve been exposed to Native American Hip-Hop and the breakdown of hip-hop stories and the issues that are often over-looked in mainstream culture and education.”

“Raising awareness of Hip-Hop artists”

“How open everyone was and non-judgmental”

## 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 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:

- Student Center Fee
- Student Representation Fee
- Student Activities Fee
- Student Identification Card Fees
- Fees Charged Through Student Body Organizations

#### B. Internal and external organizational changes

This item is addressed in section H.

#### C. Student demographic changes

Student Life and Leadership continually assesses student demographics to ensure that we are meeting their needs for campus programming and services. The department is actively recruiting students to join student government. It has been challenging to recruit students in spring to serve in various ASCC roles for the following year.

#### 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. Wi-Fi service was added to the 5300 office area. This provided Wi-Fi coverage in the ASCC Office (5307) and ASCC Social Club (5312).

#### F. Distance Education impact on services

Student Life and Leadership continues to monitor and assess services provided online to ensure that current and prospective students' needs are met. The department is exploring the possibility of issuing student ID cards to students who are only registered in distant education courses.

G. Providing service to multiple off-campus sites

NA

H. Anticipated staffing changes/retirements

With the opening of the North County Campus Center, it has been challenging to maintain adequate programs and services. The department will continue to advocate for a FT Activities Assistant.

Without a fulltime staff member at NCC, the office area may have to close multiple days during the week.

## **VI. OVERALL BUDGET IMPLICATIONS**

Provide a brief description of the immediate budget request(s) made in your Resource Plan (formerly called the Unit 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 is again requesting a full-time activities assistant to work at the North County campus center Student Life and Leadership office. It has been challenging to operate the NC office. 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. The department is exploring the possibility of replacing the Student Center digital signage. In addition to this, a large screen TV installation is planned for the SLO cafeteria and ASCC Social Club with Spectrum TV subscription.

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 SLO cafeteria was remodeled in December 2018 and new furniture installed. The next Student Center project may include the following: remodeling of the ASCC Social Club (Room 5312) to maximize space and increase student usage, additional Student Center outdoor seating.

## SIGNATURE PAGE

Director(s), Manager(s), and/or Staff Associated with the Program

**Student Services and Administrative Services Programs: All full-time director(s), managers, faculty and/or classified staff in the program must sign this form.**

**Anthony Gutierrez**

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Division Chair/Director Name	Signature	Date
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**Shannon Piper**

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Name	Signature	Date
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**Allison Phelps**

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