



## 2018-19 Program Review – Administrative Unit

### **Program Overview**

Please verify the mission statement for your program. If there is no mission statement listed, please add it here.

The Office of Student Services is committed to serving students, campus and community partners by providing a warm, welcoming and professional environment. We believe in providing efficient services, in accordance with campus processes and procedures, and information on available campus resources.

List your Faculty and/or Staff

VP of Student Services, Vicki Ferguson  
Staff Assistant, Hope Lane

The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

The unit does not have a previous Program Review. However, the most recent program goals are below:

1. Update outdated forms to reflect the current regulations/policy and procedures of the district, state and federal guidelines.  
Status: Unit has updated Student Complaint Forms  
**College/District Goal:** Promote a collaborative institutional culture for communication, governance and decision-making
2. Utilize technology and file management to improve overall office efficiency  
Status: In progress  
**College/District Goal:** Promote a collaborative institutional culture for communication, governance and decision-making and Cultivate a culture of belonging, pride and self-reflection for continuous improvement
3. Provide professional development for staff to ensure currency with office technology and cultural sensitivity and relations when it comes to serving our student population  
Status: In progress  
**College/District Goal:** Cultivate a culture of belonging, pride and self-reflection for continuous improvement

Describe your current utilization of facilities, including labs and other space

The unit utilizes meeting rooms in order to hold division meetings, interviews and committee meetings.

**Assessment**

Which Administrative Unit Outcomes (AUO) did you assess in the past year? What were the results? Please describe the assessment methods used. How did your work lead to program improvement, that is, the development of Program Improvement Objectives (PIO's) as a result of your assessment?

The unit did not have AUO(s) from past years.

What Administrative Unit Outcomes (AUO) and program improvement objectives (PIO) do you plan to work on in the next 2 years?

1. Improve efficiency and tracking of the type of services the office provides by using SARS Track
2. Increase satisfaction with overall services and experiences in the Office of Student Services by 5% each year

The assessment methods to be used will be surveys and SARs Tracking data

**Major Accomplishments**

Please describe 1-3 major accomplishments below since completion of the previous program review.

The Administrative Unit did not have a previous program review.

However, major accomplishments for the administrative unit are listed below:

1. Hiring of permanent Staff Assistant in October 2016
2. Hiring of permanent VPSS in January 2018

## **Engagement**

How have the administrators and staff in this area been engaged in institutional efforts such as committees, presentations, and department activities? Please list the committees your staff participate in.

The administrator and staff assistant are very involved in institutional efforts throughout the campus. Please see a list below:

Staff Assistant committee participation/departmental activities: Health and Safety, Classified Senate, coordinated Inside Track Professional Development Days for Classified Staff, Advisor of the Black Student Union, attend Student Services Division Meetings and assist the VPSS in the Strategic Enrollment Management Committee (note-taker)

Administrator committee participation/departmental activities: Inside Track Taskforce; facilitate New Part-Time Orientation, Institutional Effectiveness Committee, Strategic Enrollment Management Committee Co-Chair, Catalog Committee Co-Chair, District Distance Education, President's Cabinet and Executive Council

Campus activities also include attendance in CTE Open House, Super Saturday Enrollment events, athletic games, departmental events and student life events

Discuss how the administrators and staff have engaged in community activities, partnerships and/or collaborations.

One-Stop Saturday Enrollment Event- engagement include the coordination of a work group to plan, market and execute the event for new and continuing students for the spring 2019 semester  
Dual Enrollment of counseling courses- partner with Oakland Unified School District to offer Counseling and Kinesiology courses such as College Success and Health Education  
CTE Open House- collaborated with CTE area to include participation of the services during the Resource Fair

**Prioritized Resource Requests Summary**

In the boxes below, please add resource requests for your program. If there are no resource requested, leave the boxes blank.

| <b>Resource Category</b>            | <b>Description/Justification</b>  | <b>Estimated Annual Salary Costs</b> | <b>Estimated Annual Benefits Costs</b> | <b>Total Estimated Cost</b> |
|-------------------------------------|---|--------------------------------------|--|-----------------------------|
| <b>Personnel: Classified Staff</b>  | N/A   |                                      |  |                             |
| <b>Personnel: Student Worker</b>    | Unit request two Student Workers. Student Workers are able to file, answer phones, make copies, post & remove flyers, and duties as assigned to support the office. | \$22,000                             | \$0                                    | \$22,000                    |
| <b>Personnel: Part Time Faculty</b> | N/A   |                                      |  |                             |
| <b>Personnel: Full Time Faculty</b> | N/A   |                                      |  |                             |

| <b>Resource Category</b>                                       | <b>Description/Justification</b>   | <b>Total Estimated Cost</b> |
|--|--|-----------------------------|
| <b>Professional Development: Department wide PD needed</b>     | N/A  |                             |
| <b>Professional Development: Personal/Individual PD needed</b> | Staff Assistant- Advance Office Suite training/class, Effective Communication<br>VPSS- CSSO Conferences, Training around advance leadership, Title IX updates, PD in areas oversee, such as Athletics and DSPS | \$2,500                     |

**Prioritized Resource Requests Summary - Continued**

| <b>Resource Category</b>                              | <b>Description/Justification</b>  | <b>Total Estimated Cost</b> |
|---|---|-----------------------------|
| <b>Supplies: Software</b>                             | N/A   |                             |
| <b>Supplies: Books, Magazines, and/or Periodicals</b> | The unit subscribes to the Center for Education and Employment Law in order to stay current with Title IX regulations | \$300                       |
| <b>Supplies: Instructional Supplies</b>               | N/A   |                             |
| <b>Supplies: Non-Instructional Supplies</b>           | Basic office supplies and equipment for hosting campus and community events   | \$4,500                     |
| <b>Supplies: Library Collections</b>                  | N/A   |                             |

| <b>Resource Category</b>                       | <b>Description/Justification</b>   | <b>Total Estimated Cost</b> |
|--|--|-----------------------------|
| <b>Technology &amp; Equipment: New</b>         | SARS Tracking needed to capture the number of office contacts and type of services | \$0                         |
| <b>Technology &amp; Equipment: Replacement</b> | Laptop for Staff Assistant   | \$1,700                     |

**Prioritized Resource Requests Summary - Continued**

| <b>Resource Category</b> | <b>Description/Justification</b> | <b>Total Estimated Cost</b> |
|--------------------------|----------------------------------|-----------------------------|
|--------------------------|----------------------------------|-----------------------------|

|                               |     |  |
|-------------------------------|-----|--|
| <b>Facilities: Classrooms</b> | N/A |  |
| <b>Facilities: Offices</b>    | N/A |  |
| <b>Facilities: Labs</b>       | N/A |  |
| <b>Facilities: Other</b>      | N/A |  |

| <b>Resource Category</b>            | <b>Description/Justification</b> | <b>Total Estimated Cost</b> |
|-------------------------------------|----------------------------------|-----------------------------|
| <b>Library: Library materials</b>   | N/A                              |                             |
| <b>Library: Library collections</b> | N/A                              |                             |

| <b>Resource Category</b> | <b>Description/Justification</b> | <b>Total Estimated Cost</b> |
|--------------------------|----------------------------------|-----------------------------|
| <b>OTHER</b>             | N/A                              |                             |