Co-curricular Assessment Report

Program/Department Name: Student Life

Year of CAR Completion: 2019-2020

CAR Cycle: 2017-18 to 2019-20

Co-curricular Assessment Report

Organization of Program Review Materials:

- Component I: Response to Previous Co-curricular Assessment Report
- Component II: Review of Assessment Data
- Component III: Criteria for Co-curricular Assessment Report
- Component IV: Recommendations and Executive Summary
- Appendix A: Co-curricular Program/Department Summary Work Plan

NOTE: Please spell out any acronym the first time it is used.

NOTE: Whenever possible, link answers to supplemental documentation that you are providing.

Component I

Response to Previous Co-curricular Assessment Report

Based on your previous CAR review, identify strengths, areas of improvement, opportunities, threats, and progress to date. *(Please enter NA in these areas if this is your first CAR.)* ***If you are referring to supplemental documentation that you are including in this CAR, please identify that documentation clearly in your answers below.***

Program/Department: Office of Student Life

Strengths:
- College's support of enhancing Student-Centeredness and Accessibility
- Increased student programming offerings/events by 50% per year in comparison to the previous cycle. Majority of participants satisfied or highly satisfied based on event evaluations.
- Student Recreation/Game Room increasing student engagement. Over 17,000 student visits since opening Spring 2017.
- Increased offerings and modality for student leadership development
- Service learning opportunities to the community
- Office of Student Life promoted at Jump Start, Open houses, classroom presentations, and numerous college events including online Orientation.
- Increased and streamlined marketing to students via partnership with Marketing Department

Areas for improvement:
- Increase faculty knowledge and referrals of Student Life activities/services
- Increase students' awareness of the benefits, importance, and value of Student Life engagement
- Increase student participation in student clubs/organizations and student activities/events on main, Akron and satellites.
- Increase community service projects with clubs/organizations

Opportunities:
- Feedback from club advisors
- Feedback from community service partners
- Promote club diversity and growth with clubs/organizations
- Extending services to Akron and satellite locations, but limited due to office of (1)
- Create student gathering space outside of quiet areas and cafeteria. (Executive Committee approved but waiting due to COVID19)

Threats:
- Office of Student life as an office of (1)
- Declining enrollment and pending impact of COVID19
- Faculty's continued lack of knowledge and/or referrals of Student Life activites/services
- Students' lack of awareness of the value/importance of Student Life

Progress to Date: May, 2020

Component II

Review of Previous Assessment Data

If you are referring to supplemental documentation that you are including in this CAR, please identify that documentation clearly in your answers below.

1. What changes have been recommended that have had a positive effect on your program's outcomes? (Please be specific.)
- Increased number of clubs/events/program offerings (50% increase from previous cycle)
- The majority of students who participated in student activities were satisfied
- Implementation of the Student Recreation/Game Room (including student requests of specific gaming systems & games) increased student engagement. Over 17,000 student visits since opening with an average of thirty students visits per day.
- Increased presence of Office of Student Life at college events/activities as well as classroom presentations
- Club Advisor feedback. Increased Club Advisor semester meeting attendance by 47%
- Community Service partner feedback

2. What changes to your program/department were made based on findings from the previous CAR?
- Increased number of event/programming offerings
- Increased the number of classroom presentations
- Attended college events/activities to promote Office of Student Life
- Student Recreation/Game Room opened Spring 2017
- Increased messages to faculty regarding student activities
- Club advisors Blackboard page created; streamlined reporting and communication
- Active club participation increased

Criteria for Co-curricular Assessment Report

Criterion 1.0 Mission, Values and Goals

Mission: The mission of the Stark State College Office of Student Life is to encourage and support student organizations, activities and initiatives in order to complement the educational environment and enhance student life, leadership and service on and off campus.

Values: Student-Centered; Academic Excellence; Collaboration; Equity and Inclusion; Innovation; Integrity

Goals:
<u>**Goal 1**</u>
To enhance awareness and value of student activities and recreation
<u>**Goal 2**</u>
To continuously improve the quality of student life on campus
<u>**Goal 3**</u>
To support student leadership development
<u>**Goal 4**</u>
To promote service-learning opportunities
*Goals should align with current 2020-2022 SSC Strategic Plan.

*Note if any changes have been made to the mission, values, and/or goals since the last CAR.

Criterion 2.0 Baseline Data

1.) **What baseline data has your Program/Department collected during this CAR term?**
   Noel-Levitz Student Satisfaction Inventory, CCSSE Survey, SENSE Survey, number of participants in student organizations, marketing review, Club Advisor feedback, number and types of clubs, surveys/questionnaires, open-ended self-reports/focus groups/individual interviews, project impact statements, feedback from Community Representatives, number of participants/projects/hours for service projects

2.) **How is that data used to evaluate the Program/Department?**
   - A variety of assessment measures are used to assess department goals.
   - Data is collected every semester as appropriate.
   - Results are reviewed periodically with Director of Institutional Research, Planning and Assessment and Dean Student Success (supervisor).
   - Feedback from club advisors for programming and club activity.

Criterion 2.0 Program/ Departmental Assessment Procedure and Action Plan

Program/Department Name: Student Life
Individual Completing Report: Shari Brooks
Individual(s) Reviewing Report: Dr. Fedearia Nicholson-Sweval
Date: 5/2/2020

Program/ Departmental Assessment Procedure and Action Plan

Purpose:

To self-identify the status of Program/Department in the outcome's assessment process as well as the action-steps and timetable for the development of assessment processes.

Procedure:

All programs and departments must complete the assessment process. A follow-up assessment report on the implementation of the assessment plan will be due at the end of the following academic year. Programs meeting effective assessment standards will be required to submit an assessment report on a three-year cycle (two years of assessment and one year of implementation).

Directions:

Mark the appropriate response to the Yes/No items with an X. Provide a brief summary of action steps to meet the Criteria (for example, the department will meet twice a month over the next term to develop goals). Please note that it is critical that due diligence is given to the development of goals and associated outcome measures.

Assessment Criteria

Goals:
Does the Department have specific student learning or academic/ student service goals which reflect the discipline or service area professional standards?

Yes __X___   No _____

Outcome Measures:
Are direct and indirect outcome measures identified for each goal?

Yes __X__   No _____

Research:
Is research systematically conducted to evaluate success or failure in achieving outcomes?

Yes __X___   No _____

Findings:
Are research results analyzed and interpreted and findings determined?

Yes __X__   No _____

Review Process:
Are findings discussed and reviewed by appropriate groups and individuals and recommendations made for action?

Yes __X___   No ____

If no, what are the proposed action steps to meet the Criteria?

Proposed Actions:
Are recommendations acted upon?

Yes __X___   No _____

If no, what are the proposed action steps to meet the Criteria?

What is the proposed timetable for the action steps?

Improvements:
Have actions resulted in documented improvements in student learning or academic/ student services?

Yes __X___   No _____

If no, what are the proposed action steps to meet the Criteria?

What is the proposed timetable for the action steps?

Assessment Measures Inventory

***The matrix should contain all goals as they pertain to the CAR.**

Assessment Measures for Goals (Outcome measures from assessment report)	Is trend data available for the measure? (*Yes, No, NA*)	Has a performance benchmark(s) been identified for the measure? (*Yes, No, NA*)	Type of performance benchmark - **SSC** (internal), **State-level** (OACC, OBR, Etc.), **National** (Professional Org., accrediting group, etc.) *List all that apply*
Goal 1: Outcome Measure 1 **CCSSE Survey**	Yes	Yes	National
Goal 1: Outcome Measure 2 **Number of participants in student organizations**	Yes	Yes	SSC
Goal 1: Outcome Measure 3 **Marketing Focus Groups**	No	No	SSC
Goal 2: Outcome Measure 1 **Noel-Levitz Student Satisfaction Inventory**	Yes	Yes	SSC, National
Goal 2: Outcome Measure 2 **Club Advisor feedback**	Yes	No	SSC
Goal 2: Outcome Measure 3 **Number & types of clubs**	Yes	No	SSC
Goal 2: Outcome Measure 4 **Student Game Room Usage and Student Recreation Feedback**	No	No	SSC
Goal 3: Outcome Measure 1 **Leadership Academy certificate students overall evaluation web-survey**	Yes	No	SSC
Goal 3: Outcome Measure 2 **Leadership Academy session evaluations**	Yes	No	SSC
Goal 3: Outcome Measure 3 **Number of participants in student leadership activities (e.g.) SGA, etc.**	Yes	No	SSC
Goal 4: Outcome Measure 1			

Student Project impact statements	**Yes**	**No**	**SSC**
Goal 4: Outcome Measure 2 **Feedback from community service representatives**	**Yes**	**No**	**SSC**
Goal 4: Outcome Measure 3 **Number of projects/participants/hours**	**Yes**	**No**	**SSC**

Criterion 3.0: Assessment Results Report

Purpose:

The report is a summary compilation of key assessment methods, findings, review processes, actions, and improvements related to the academic/student service or learning goals of the Program/Department on an annual basis. As an historical record of assessment activities, the report provides for and supports the *systematic* assessment of academic support outcomes.

Instructions:

Enter the outcome measure in the space provided. Please note that for each goal it is expected that a mix of quantitative and qualitative as well as direct and indirect measures are employed.

Provide a brief summary of baseline data collected by the Program/Department and how that data has been used during the current CAR cycle.

Provide a brief summary of *key findings*, either as bulleted points or in short paragraph form.

Provide a brief summary on the review committee/review process (for example, Findings are reviewed by the Director and staff on a per term basis and recommendations are forward to the VP for further review).

Provide a brief summary of any proposed actions for the next term/CAR cycle. Please note that not all findings result in actions.

Provide a brief summary of any improvements from the previous CAR cycle (this does not apply to new measures the first year).

Goal 1: To enhance awareness and value of student activities and recreation

Outcome Measure 1: CCSSE Survey (2017 Frequency Distributions – Student and Faculty Items)

Terms of Assessment:　　　　Fall _____　　Spring _____　　　　　　　Annual ___X__

Findings:
The CCSSE survey is conducted every three years. The last survey took place in Spring 2017. The CCSSE survey was to be conducted in Spring 2020, but due to COVID19 will be conducted in Fall 2020. The results for 2020 were not available for this assessment cycle.

- Faculty – How often do you refer students to student organizations? Results showed that at least 50% of faculty do not refer students to student organizations. The Office of Student Life is an office of one and these results are concerning given the fact this position relies on the faculty to help promote student organizations/activities. The survey showed students are being referred by faculty three times more than those who are actually participating.
- Student- How often do you use student organizations at the college? Results showed that 1 in 6 students participate in student organizations. This is an increase from 2014 when 1 in 7.8 students participated. However, only 18% surveyed value student organizations

(36.2% "somewhat" value) which means the majority of students don't understand the role, value, relevance and/or importance of being involved with student organizations (higher retention, higher grade point averages, complete credential, more marketable to employers and baccalaureate/graduate schools as well-rounded students). Stark State College primarily offers academic-based student organizations.

Review Committee/Review Process:
The Coordinator of Student Life reviewed results from the survey with the Director of Institutional Research, Planning & Assessment.

Improvements:
Continue outreach efforts to both faculty and students:
- Develop a marketing plan to increase awareness and value of student activities and clubs/organizations on main campus as well as the satellite locations and the Akron campus.
- Enhance faculty (especially adjunct) knowledge and understanding of the value of participation in Student Life activities/services/organizations for students.
- Collaborative efforts to announce activities/events/student clubs in classes will be increased with faculty.
- Increased club diversity.

Outcome Measure 2: Number of participants in student organizations

Terms of Assessment: Fall _____   Spring _____   Annual ___X__

Findings:
The number of participants in student organizations is determined by each active club submitting the Application for Organization Recognition/Renewal form every academic year. An increase of 1.9% has been reported since last assessment cycle even though the average enrollment decreased by 16.2%
- 2017-18: Academic Year – 1233 participants reported (Average number of students enrolled: 11,613)
- 2018-19: Academic Year – 1236 participants reported (Average number of students enrolled: 11,657)
- 2019-20: Academic Year – 1286 participants reported (Average number of students enrolled: 11,833)

Review Committee/Review Process:
The Coordinator of Student Life continuously reviews forms.

Improvements:
Increased the number of co-curricular and/or special interest clubs by five (5) since the last cycle. Academic and Non-Academic Clubs were approved by the InterClub Council during this review cycle. Increasing marketing and presentations to various cohorts will increase number of participants.

- Continue to market the clubs/organizations on main campus, Akron location, as well as satellite locations.
  - Continue to utilized Student Government Association senators to make contact with clubs and organizations to gain feedback/engagement and increase communication. Began in Spring 2020. Senators presented to 8 clubs but COVID19 impacted remaining scheduled.
  - Utilize Student Government Association officers to make contact with satellite locations.
  - Continue to use newly created Student Life Info Card for promotion. In addition, Student Life & Recreation information included in the new Student Success Brochure which is used in Admissions/Recruitment packet, Jump Start, New Student Orientation.
  - Participate in Open Houses/Campus Preview/ New Student Orientation (now online 2019-2020) /Jump Start/Start-up week activities/Welcome Week)
  - Continue to hold Involvement & Community Fair every Fall and Spring term for currently enrolled students
  - Continue to offer classroom presentations on student life offerings. Create online presentation for increased access.
  - Have more clubs utilize college's learning management system.
- Continue to enhance faculty (especially adjunct) knowledge of student clubs/organizations.
- Collaborative efforts to announce clubs/organizations in classes will be increased with faculty.
- Continue to promote club diversity, equity, and inclusion.

Outcome Measure 3: Marketing Focus Groups around awareness and methods to reach students

Terms of Assessment: Fall _____   Spring _____   Annual ___X__

Findings:
Items that were reviewed and discussed by a student group, SGA, InterClub Council, FYE Welcome & Engagement Subcommittee in this assessment cycle include: preferred engagement modalities, ways to better engage students in Student Life, a review of Student Life webpage, Student Life brochure, Student Life section of the Portal, social media, the college's learning management system. Fall 2020 SENSE Survey, Spring 2016 Student Recreation survey, Spring 2017 CCSSE Survey, and the Fall 2017 Noel-Levitz Student Satisfaction Inventory were also utilized.

- A good percentage of the students are not involved, aware of, or understand the importance/relevance of student activities and/or clubs/organizations
- Students who were involved with student activities were satisfied with the clubs/organizations and activities/events
- Student Game Room opened in Spring 2017. Since opening, the Student Recreation and Game Room has averaged 30 students coming to the game room per day with a total of 17,420 student visits. Based on Student Recreation Survey, students highly requested the

following on the Student Recreation survey. (Note: 70.5% of students surveyed would support an activities fee of $5-$20 per semester):
- o Exercise area
- o Lounge area
- o TV/Video game area
- o Ping pong, pool tables, air hockey, foosball
- o Sports/outdoor activities
- The Student Affairs Committee proposal was approved by EC to create student gathering space outside of quiet areas and cafeteria. Students highly requested this in Student Recreation Survey and Game Room Student Feedback Survey. A new survey during this cycle was not administered due to the EC approval. A Survey to engage students in the design process for this new space was to be administered, but this was delayed due to COVID19.
- A new Student Life Info Card was developed based on feedback from students.
- Posted events in the Student Planner for increased visability.
- Streamlined marketing into Stark Stater and social media with marketing department and student feedback.

Review Committee/Review Process:
Continuously reviewed by the Coordinator of Student Life & Recreation, Dean of Student Success, Club Advisors

Improvements:
Continue sending messages on activities/events to faculty to announce in classrooms; continue to expand the offerings of clubs/organizations and activities/events at all college locations; continue promotion of Office of Student Life at Open Houses and campus events; utilize SSC website, Portal, Facebook, and the college's learning management system for announcements; and increase classroom presentations on Office of Student Life.
- Get more involvement from Satellite Centers and Akron Campus
  - o Have the Student Government Officers/Senators visit the Satellite Centers and Akron Campus
- Have more clubs/organizations post activities/events on the master college calendar on the SSC webpage, Portal, social media, Blackboard
- Post club websites on each of the division's web pages on the SSC website for more club visibility
- Review impact of classroom presentations
- Add social media and marketing campaigns for events and benefits for involvement.

Goal 2: To continuously improve quality of student life on campus

Outcome Measure 1: Noel-Levitz Student Satisfaction Inventory

Terms of Assessment: Fall _____   Spring _____   Annual ___X__

Findings:

The Noel-Levitz Student Satisfaction Inventory is conducted every three years. The last survey took place in 2017.

- Institutional Summary #1 – Most students feel a sense of belonging here: Our students (5.53) are just as satisfied as students at peer institution (5.48).
- Institutional Summary#28 – It is an enjoyable experience to be a student on this campus: Our students (5.77) are just as satisfied as students at peer institution (5.69).
- Institutional Summary #36 – Students are made to feel welcome on this campus: Our students (6.03) slightly more satisfied in comparison to students at peer institutions (5.84).

Overall, the feedback indicates we met benchmarks. Satisfaction rating for respondents met the benchmark mean score for National Community Colleges – Midwestern. This data is also consistent with the Fall 2019 SENSE Survey, where students indicated:

- Summary #18a –Student felt welcome the first time they came to campus (44.6% strongly agree in comparison to Large Colleges where only 30.7% strongly agree. 81.3% Agreed/Strongly Agreed in comparison to Large Colleges where only 75.7% Agreed/Strongly Agreed.)

Review Committee/Review Process:
The Coordinator of Student Life reviewed results from the survey with the Director of Institutional Research & Planning.

Improvements:
Continue offering a variety of student activities to include student clubs/organizations, activities, and events as well as Jump Start and Welcome Week activities.

Outcome Measure 2: Club Advisor Feedback (semester review process)/Club Monthly Reports (monthly activities/events/projects)

Terms of Assessment: Fall ___   Spring ___   Annual ___X__

Findings:
Majority of advisors were pleased with the services, information, and materials provided by the Office of Student Life. The overall average grade was a "A" for 2017-2018 & 2018-2019. In 2019-2020, the survey question was changed and 86% were "very satisfied" or "satisfied" with their overall experience as a club advisor. 100% had access to the resources needed to be a successful club advisor.

   Club Advisor Meeting Attendance:
   Fall 2017- 26 Club Advisors attended
   Spring 2018- 26 Club Advisors attended
   Fall 2018- 36 Club Advisors attended
   Spring 2019- 26 Club Advisors attended
   Fall 2019 - 40 Club Advisors attended
   Spring 2020- 36 Club Advisors attended

Club Advisor Feedback Surveys
2017-2018 – 4 surveys returned
2018- 2019 – 11 surveys returned
Fall 2020 – 7 surveys returned
Spring 2020-24 surveys returned

Increased the number of attendees for advisor meeting at the beginning of Fall and Spring semesters for updates and communication. Average number attending 2017-2020: 31.6 (47% increase over last cycle). Sending the monthly reports out electronically with automatic fill boxes helped with return of reports, as well as the ability to track the activity of the clubs/organizations was beneficial- especially with fundraisers, meeting times and community service projects.

Club Monthly Reports
Fall 2017: 26 clubs reported monthly
Spring 2018: 26 clubs reported monthly
Fall 2018: 22 clubs reported monthly
Spring 2019: 20 clubs reported monthly
Fall 2020: 21 clubs reported monthly
Spring 2020: 24 club reported in February; COVID19 dropped club reports to 13

Review Committee/Review Process:
The Coordinator of Student Life reviewed results from the surveys and reports. Results were shared with Advising/Student Engagement Specialist, Dean Student Success, Club Advisors.

Improvements:
Responses on club advisor feedback form (exception Spring 2020) and Club Monthly Reports have decreased over last cycle by 31% (10 survey difference) and 19% (10 report difference) respectively, while the average number of Club advisors attending the Club Advisors meetings has increased by 47%.
- Continue to send Club Monthly Report form electronically with a deadline date to advisors on a monthly basis for club reports. Will also serve as a reminder and have information returned in a timely manner. It is challenging to follow up with each advisor who is not completing reports/surveys given the Office of Student Life is an office of (1).

Outcome Measure 3: Number & Types of Clubs

Terms of Assessment: Fall _____   Spring _____   Annual __X___

Findings:
The clubs were either academic (co-curricular) in nature, an honor society or of special interest.

Academic Year 2017 - 18 – 53 clubs available (41 active)
Academic Year 2018 - 19 – 52 clubs available (39 active)
Academic Year 2019 - 20 – 52 clubs available (44 active)

Review Committee/Review Process:

The Coordinator of Student Life will continuously review.

Improvements:
Number of clubs offered remained constant since the last assessment cycle. Total active clubs increased by one (1) since last assessment cycle (.02%). (NOTE: Six (6) new clubs were added: Akron Perkins Club, Comic Book club, CRU (Campus Crusade for Christ), Forensic Society, Ophthalmic Technology Student Organization, Stark Stage Theatre). Four (4) clubs were inactive during this cycle. Two (2) clubs merged (Student Connection Club merged with Human & Social Services Student Association. Pre-Medical Professionals Club merged with Beta Beta Beta Biological Honor Society.)
- Continue to promote club diversity and growth.
- Increase the number of 'active' clubs/retire clubs that have been inactive for a number of years.

Goal 3: To support student leadership development

Outcome Measure 1: Leadership Academy certificate students web-survey

Terms of Assessment: Fall __X____   Spring ___X__   Annual _____

Findings: Will need to check and update numbers
A web-survey of the Student Leadership Academy (SLA) was conducted for all students who received a leadership certificate. There were a total of 25 responders for the web survey conducted. Certificate earners: Fall 2017 – 10 (Kent did not allow SSC to participate due to SSC staff transition); Spring 2018-8; Fall 2018 – 11; Spring 2019 – 16; Fall 2019 –redesigned and launch online certificate Dec 19 (34 registered); Spring 2020 – 4 (Impacted by COVID19)
- County of Residence:
  - Stark: 60%
  - Summit: 16%
  - Tuscarawas: 4%
  - Wayne: 8%
  - Mahoning 4%
  - Did not answer: 8%
- Age Range:
  - 18-22: 80%
  - 23-29: 4%
  - 30-35: 8%
  - 36-40 :0%
  - 41-45: 4%
  - 56-60: 4%
- Class Rank
  - College Credit Plus: 0%
  - Freshman: 36%
  - Sophomore: 44%
  - Junior: 16%
  - Senior: 0%

- o Did not answer: 4%
- Did the SLA meet your expectations? The certificate earners overwhelmingly felt the program met their expectations.
- Were the presenters well versed with conveying their topic? 90% felt the presenters were well versed with conveying their topic.
- The students were asked if they would recommend the SLA to other students. For the majority of the surveys the certificate earners would recommend the SLA to other students.
- How did the students learn of the SLA? Most students learned of the SLA through word of mouth (instructor or another student) or via online. SLA was advertised via social media, My StarkState, the Student Life web page, college monitors and flyers.
  - E-mail –19 %
  - Flyer –11%
  - Online/website – 25%
  - Word of Mouth – 45%
- Why did the students attend the SLA? The top reasons students attended the SLA was an interest in the program topics, resume builder, and networking (meeting other people).
  - Personal and Leadership Development 50%
  - Career Development 26%
  - Resume builder 13%
  - Networking 4%
  - Other: 7%

Review Committee/Review Process:
The Coordinator of Student Life at both Stark State and Kent State University at Stark, as well as the Career Service Office reviewed results from the session surveys.

Improvements:
To be determined on a semester by semester basis. Review of survey generally assists with the planning of future programming.
- Due to declining number of students participating and earning a certificate, the Student Leadership Academy was redesigned "Student Leadership Academy-All Access" and launched December 2019 to include an online certificate completion option. The Career Development and Leadership tracks were merged into one certificate. Following this change, registration increased to 34 participants and included first time SSC satellite location registrations of 10 students. However, completion results were impacted by COVID19.
- Continue to look at new, innovative ways to promote the Student Leadership Academy.
- Continue to offer certificate completion options both in person and online
- Continue to review each terms sessions with the KSU-Stark organizers to plan future programming.

Outcome Measure 2: Leadership Academy session evaluations

Terms of Assessment: Fall __X____   Spring ___X__   Annual _____

Findings:
Each Student Leadership Academy (SLA) session was evaluated. The items covered on evaluation included class rank, topic and content of the presentation, suggested changes to session, recommendations on future SLA topics, and overall comments.
- Most of the sessions received an excellent or good rating.
- The majority of the students said they would recommend the session to another individual.
- Any suggested changes were taken into account at the wrap-up meeting with the KSU-Stark organizers.
- Any recommendations on future SLA topics were taken into consideration at the wrap-up meeting with the KSU-Stark organizers.

Review Committee/Review Process:
The Coordinator of Student Life at both Stark State and Kent State University at Stark, as well as the Career Service Office reviewed results from the session surveys.

Improvements:
To be determined on a semester by semester basis. Review of session surveys assist with the planning of future programming.
- Continue to offer a selection of topics in both Personal Leadership and Career Development.
- Continue to offer All-Access online certificate. Review online session options with Career Services after each semester.
- Continue to offer during lunch sessions.
- Consider returning to offering snack or meal to sessions (pending budget and COVID19 implications)
- Continue offering sessions at Stark State and KSU-Stark campuses.
- Continue to review each terms sessions with the KSU-Stark organizers.

Outcome Measure 3: Number of participants in student leadership activities – session evaluations

Terms of Assessment: Fall _____   Spring _____   Annual __X___

Findings:
Numbers are from Fall 2017, Spring 2018, Fall 2018, Spring 2019 Fall 2019 and Spring 2020
- Fall 2017 participants – 33 (SSC students not permitted to participate per Kent State); Spring 2018 participants – 64; Fall 2018 participants – 56; Spring 2019 – 31 participants; Fall 2019 – not offered due to redesign; Spring 2020 – 34 participants (impacted by COVID19)
  - Offering online certificate increased participation.
  - The sessions were offered at both KSU-Stark and SSC campuses which made it convenient for students on both campuses.

Review Committee/Review Process:
The Coordinator of Student Life continuously reviewed session numbers completed by participants.

Improvements:
To be determined on a semester by semester basis.
- Continue to offer a selection of topics in both Personal Leadership and Career Development.
- Continue offering and marketing online certificate option.
- Continue to offer the Mock Interview with Career Development, ALICE training, and attending the Greater Canton Collegiate Job & Internship fair as options for completing a session.
- Continue allowing additional sites for Servant Leadership: Volunteerism in other counties.
- Consider offering credit for volunteering during on-campus activities (Service Learning).
- Continue to review each terms sessions with the KSU-Stark organizers.

Goal 4: To promote service-learning opportunities

Outcome Measure 1: Project forms and impact statements from clubs/organizations

Terms of Assessment: Fall ___X___   Spring __X___   Annual _____

Findings:
- The majority of the clubs/organizations who reported enjoyed their service to the community.
- A good number of clubs/organizations responded that they appreciated raising awareness for their particular community service partner.
- Numerous clubs/organizations raised money, did a specific collection for their community service partner (food, clothing, toys, school supplies), or had a speaker/display/performed a service (blood drives, STEM projects, tax preparation, health food preparation) on campus for a presence/raise awareness.

Review Committee/Review Process:
The Coordinator of Student Life reviewed results from the Community Service Approval forms and shared information with Dean Student Success and Club Advisors.

Improvements:
The Community Service Approval form the club/organization submits includes an impact statement along with the number of hours spent on the community service project, as well as the number of students involved. This made the numbers for reporting more realistic and easier to track for future reporting.
- Encourage more of the active clubs/organizations to complete community service projects.
- Develop a list of available service opportunities/projects with contact information on MyStarkState to give all students and faculty/staff an opportunity to participate.

Outcome Measure 2: Feedback from Community Service Representatives

Terms of Assessment: Fall ___X___   Spring __X___   Annual _____

Findings:
Academic Year 2017-18 feedback forms submitted: 2
Academic Year 2018-19 feedback forms submitted: 4
Academic Year 2019-20 feedback forms submitted: 6

- Frequency club(s) volunteered
  - Every week – 2
  - Every month – 1
  - Every 2-3 months – 1
  - Every 4-6 months – 5
  - Once or twice a year – 19
- The majority of community partners learned of the college's service program through a Stark State College student/faculty/staff.
- All community partners who responded said they would recommend this opportunity to another community colleague.
- All but one community partner said they were very satisfied with each group's service.
- Many commented that they truly appreciated the students help, felt it was a valuable service and would love to have the group(s) back.

Review Committee/Review Process:
The Coordinator of Student Life reviewed results from the surveys and reports results to Club Advisors.

Improvements:
Continue to stress to the active clubs/organizations they will not receive their full allocation unless one community service project is completed during the academic year and the proper approval form is submitted. Based on monthly reports, clubs participated in an average of 38 community service programs per year during this cycle, but only half submitted the approval form to receive funding.

- Encourage more active clubs/organizations participate in the community service program.
- Continue to notify club/organization advisors of volunteer opportunities that come through the Office of Student Life.

Outcome Measure 3: Number of projects/participants/hours

Terms of Assessment: Fall _____   Spring _____   Annual __X___

Findings:
Academic Year 2017-18 projects completed: 16 Impact Forms; 37 Community Service Projects
Academic Year 2018-19 projects completed: 19 Impact Forms; 49 Community Service Projects
Academic Year 2019-20 projects completed: 18 Impact Forms; 28 Community Service Projects*

- *2019-2020 projects impacted by COVID19. Typically, 25% of projects completed in Spring.
- Projects ranged in length from a couple of hours, a day or two, a week, a couple of weeks and even a couple of months.

- Projects completed in the community (reported via monthly reports and Impact Forms)
  - 2017-18 – 18
  - 2018-19 – 33
  - 2019-20 – 16
- Projects completed on campus (reported via monthly reports and Impact Forms)
  - 2017-18 – 20
  - 2018-19 – 19
  - 2019-20 – 13
- Average numbers of hours spent on projects (reported via monthly reports and Impact Forms)
  - 2017-18 – 12 hours
  - 2018-19 – 17 hours
  - 2019-20 – 10 hours
- Average number of participants (reported via monthly reports and Impact Forms)
  - 2017-18 – 8 per project
  - 2018-19 – 10 per project
  - 2019-20 – 18 per project

Review Committee/Review Process:
The Coordinator of Student Life reviewed results from the Community Service Approval forms the clubs/organizations submitted.

Improvements:
Continue to inform clubs/organizations that a portion of their allocated funds for the academic year is based on completing at least one community service project.
- Increase active clubs completing and reporting their community service project. This will increase not only the number projects but the number of participants and hours spent on the projects.

Criterion 4.0 Program/Department members are qualified by professional background, experience, and continuing professional development and meet the needs of the Program/Department.

Yes	No	DNA		
X			4.1	Employee (full-time and part-time) credentials meet the program, college, state, and national accreditation requirements.
X			4.2	Annual Employee Performance Evaluations are on record in Human Resources.
X			4.3	Employees (full-time and part-time) are involved in professional organizations, presentations, and/or other scholarly works.
X			4.4	Employees are involved in the development of program/department initiatives that support the College Mission.

Additional Comments: (Please explain any "No" selections.)

Reflective Narrative Questions:

1. Describe how Performance Evaluations are being used to enhance the Program/Department.

The Office of Student Life is led by one person. Performance evaluations completed over the last three years have been extremely positive stating exceptional planning and organization (despite limited resources and personnel) with initiatives and events.

2. Describe how professional development benefits the program.

By attending pertinent webinars, statewide and national leadership conferences.

3. Describe how employees are involved in the development of program/department initiatives that support the College Mission.

Faculty/staff club advisors – most clubs are co-curricular in nature and help develop student learning outcomes. Active participation from the Student Affairs Committee and partners in programming (Career Services, Kent State-Stark Student Life), Office of Diversity, Student Support)

Criterion 5.0 Program/Department is responsive to changes in current technology and adequate resources.

Yes	No	DNA		
X			**5.1**	Program/Department changes are consistent with technological and scientific advances, and Program/Department content incorporates new developments in the field.
X			**5.2**	Employees work with supervisors to ensure adequate and current resources available for the Program/Department.
X			**5.3**	Employees work with information technology staff to ensure availability of appropriate software and hardware components.

Additional Comments: (Please explain any "No" selections.)

Reflective Narrative Questions:

1. Explain the changing conditions within the field.

The challenge of student engagement with the growing online student population and the ability to offer services as an office of one with the addition of the Akron location. COVID19 has increased the need to be responsive and will most likely impact future cycles.

2. How are these changing conditions addressed within the Program/Department?

Discussed at Student Success division meetings, Student Affairs Committee Meetings, and club advisor semester meetings. Due to COVID19, additional meetings with various departments including marketing have been ongoing to address remote connections for students.

3. Explain how employees work with information technology staff to ensure availability of appropriate software and hardware components.

Run reports through Argos and Internet Native Banner.

Component IV

Recommendations and Executive Summary

Based on the results of this current CAR, list your strengths, areas of improvement, opportunities, threats, and recommendations.

Program/Department: Office of Student Life

Strengths:
- College's support and Strategic Plan Value of "Student-Centered" priority
- Student satisfaction with event/programming (50% offering increase over previous CAR)
- Increase and sustained usage of the Student Recreation/Game Room
- Student leadership development
- Service-learning opportunities to the community
- Increased and streamlined marketing to students via partnership with Marketing Department

Areas for improvement:
- Increase faculty knowledge and referrals of Student Life activities/services
- Increase students' awareness of the benefits, importance, and value of Student Life engagement
- Increase number of co-curricular, social, and honorary society clubs/organizations

Opportunities:
- Feedback from club advisors
- Feedback from community service partners
- Promote club diversity and growth with clubs/organizations
- Extending services to satellite and Akron locations, but limited due to office of one
- Create student gathering space outside of quiet areas and cafeteria. (Approved but postponed due to COVID19)

Threats:
- Declining enrollment and uncertainty of pandemic impact
- Office of Student Life as an office of one (1)
- Faculty's continued lack of knowledge and/or referrals of Student Life activities/services

Priority Recommendations: *(For each area listed below, please number all recommendations as they will be prioritized on the Summary Work Plan - Appendix A. Sufficient support for the recommendations must be included, either by reference to responses in the components or specific Criterion or by additional information included with this program review.)*

Additional Information. On occasion, some programs may have additional documents that they feel should be included to complete the self-study. Supporting documents may include such things as program self-study reports, case study reports, survey statistics, focus group data, etc.

All supporting documentation must be dated within this CAR period. Please list below the additional documents that you will be adding to this CAR in support of your recommendations.