

CAS Executive Summary and Action Plan for Student Life

Council for the Advancement of Standards in Higher Education (CAS) Self-Assessment

Student Life at Community College of Denver

Fall 2014

The Self-Assessment Process Summary

The facilitator reviewed and evaluated all the processes and procedures specific to the Office of Student Life function, operations, staff and students. Additionally, the facilitator reviewed and evaluated the college and system policies which impact the office.

- Office of Student Life Processes
- Office of Student Life Procedures
- CCD Human Resources
- CCD Administrative Services
- CCD Information Technology Services
- Auraria Campus Shared Services
- MSUDenver Student Life
- UCDenver Student Life

The facilitator interviewed staff and students in the Office of Student Life and other CCD and campus offices as needed.

Facilitator: Genia Lemonedes, intern

Review Committee Members:

Kathryn Mahoney, Student Activities Coordinator

Meloni Rudolph Crawford, Dean of Student Life

Component Areas Overview

Part 1: Mission

“The mission of the Office of Student Life is to be a direct catalyst for engaging & developing each CCD student to lead, succeed & serve in a diverse campus & global community. We achieve this mission by demonstrating our dedication to the core commitments of Learning, Achievement, Innovation, and Diversity”.

Part 2: Program

The Office of Student Life at CCD, conveniently located in the Tivoli, is designed to help students succeed by creating a supportive environment that is both challenging and committed to learning. Students have access to many support services such as assistance in finding the right club or organization, educating them about housing options or distributing food and textbooks (Appendix A).

CCD has a diverse student population. Student organizations are formed with uniqueness and diversity in mind. Student services offered within the office (i.e., food bank, lending library) are designed specifically for students of lower socio-economic status. Student Life Staff encourage involvement by all CCD students regardless of sex, race, age, religion, sexual orientation, or nationality.

Part 3: Organization and Leadership

The goal of the Office of Student Life is to serve as a catalyst for engaging and developing CCD students to lead, succeed, and serve in a diverse campus and global community. This goal is stated on our website and in printed office materials. Documentation of Standard Operating Procedures (SOP's) is available in

written and on-line formats and includes policies and procedures for: student clubs and organizations; SGA elections; counseling referral; lending library; food bank; student housing; child care scholarships; events; student travel; student discipline; and student code of conduct (Appendices L, M).

Performance expectations for Student Life staff are in the CCD Employee Manual and reviewed with the Dean of Student Life who annually evaluates staff. The employee manual covers information on the college and community college system, employment overviews, communication, FERPA, policies and procedures, and general employee information. The staff created two strategic planning documents which have been circulated among staff, discussed in meetings and posted for students: Core Commitments and Quest. (Appendices C, D).

Part 4: Human Resources

The Office of Student Life is always adequately staffed during normal business hours. Position descriptions for all staff members are maintained electronically with paper copies in the Dean's office. The listings encourage underrepresented populations to apply. Human Resources monitors all hiring, retention, and promotion practices. Student Life Staff participate in professional development (Appendices E, F).

Student Life staff members work closely with our SGA and with student organizations in planning and delivering various activities across campus (Appendix N). CCD's FERPA Statement is located on the CCD website. Student Life staff regularly participate in drills, tabletop exercises, and student safety programming.

Part 5: Ethics

The Office of Student Life ethical principles are not documented. Student Life staff are bound to professional, institutional and system ethical standards which include guidelines for dealing with conflicts, fiscal accountability, supervision, and programming. Both printed and electronic copies are available for staff (Appendix H). According to the Colorado Community College Code of Ethics, which all staff members must adhere to, "All employees of the State Board for Community Colleges and Occupational Education shall demonstrate the highest standards of personal integrity, truthfulness and honesty and shall through personal conduct inspire public confidence and trust in government".

The staff also aspires to the ethical standards of NASPA, ACPA, ASCA and NACA.

Policy information for ethical and legal use of technology and software is in the Employee handbook.

Part 6: Law, Policy and Governance

Student Life Staff attend trainings involving law, policies, legislation and liability. The Office is in compliance with the U.S. Constitution and relevant case law, FERPA, Clery, VAWA, HIPPA, and Title IX. The Community College System office has legal counsel and an outside consultant as needed by staff. The Staff work with the Auraria Police Department in emergency management (Appendix G).

The Office of Student Life has written policies regarding standard operating practices on all relevant operations: SL3 (Clubs and Orgs) and SL4 (SGA Elections) (Appendix I). Policies in Conduct and Human Services are addressed in separate documents. Issues of harassment are addressed in the CCD Employee Manual and at new-hire orientation. CCD has a zero-tolerance policy regarding harassment and appropriate corrective and/or disciplinary action will be taken on anyone engaging in such behavior.

Part 7: Diversity, Equity and Access

The culture and climate in the Office of Student Life is one of safety and inclusivity. We employ students from diverse backgrounds, treating all with respect, dignity, and equality. The Office of Student Life at CCD adheres to all CCD and Colorado Community College System policies and procedures regarding discrimination. (Appendix J) The Office of Student Life works individually and tri-institutionally to provide diverse educational programs such as Hot Topics, MLK Celebration, and Campus and Community Resource Fairs (Appendix K for a complete listing of programs).

Part 8: Institutional and External Relations

The Dean of the Office of Student Life and Staff are involved in numerous committees across campus. The committees are CCD and tri-institutional with representatives from MSU Denver and UCD. Such involvement creates opportunities for Student Life Staff to interact with many professionals across campus. This interaction promotes understanding, collaboration, and support necessary to assist students in meeting their educational goals.

Part 9: Financial Resources

The Office of Student Life follows CCD fiscal policies and is held accountable by fiscal services to those policies. Student Government has influence on how student activity fees are used and what services are most relevant to students. Professional staff are given a P-card for certain expenses. Funding for tri-institutional events is shared (Appendix B)

Part 10: Technology

The office is equipped with current technology that is consistent across CCD. Offices accommodate all forms of communication with systems providing: email, on-line calendars, web browsing, telephone and video conferencing, and other technologies. All use of technology is in line with state codes and laws. The Office of Student Life follows all policies and procedures set forth by CCD and the Colorado Community College System regarding the use, security, privacy and confidentiality of information. Computer workstations are located at the front of the office and are available to all CCD students.

Part 11: Facilities and Equipment

The Office of Student Life has adequate, accessible, and suitably located facilities within the Tivoli Student Union. All facilities and equipment are purchased, provided, and maintained by the state. All facilities and equipment are also in compliance with access, health, safety, and security codes and laws. Student Life staff members all have private and secure offices with adequate workspace and locked cabinets for the storage of confidential and sensitive information.

Part 12: Assessment and Evaluation

The Office of Student Life conducted a study in the Spring of 2015 to look at what the retention, transfer and graduation rates are for students who use our services. Overall, the graduation rate of students who use Student Life services is three times the institutional average. We will be building on this assessment in the coming months and Academic Years.

Judgment of Performance

IDENTIFY AREAS OF STRENGTH

We work collaboratively with MSU Denver and CU Denver on many events

Program

Human Resources

- We have a strong set of student staff who help us maintain the functions of the office
- We have strong professional staff who bring countless skills in to the staff dynamic

Law, Policy and Governance – staff is well trained on current law and policy

Diversity Equity and Access

IDENTIFY AREAS OF MEETS STANDARDS

Mission

Ethics

Institutional and External Relations

Financial Resources

Technology

Facilities and Equipment

IDENTIFY AREAS OF WEAKNESS NEED IMPROVEMENT

Assessment and Evaluation - In our areas, we have lacked ongoing assessment planning in the past, but we are setting up our ongoing systems as we go through this CAS process and in a new cycle of annual reports.

FILL IN NUMBER CORRELATING TO JUDGEMENT AND FILL IN RATING (STRENGTH, MEETS, ETC).

CAS Component Area	Judgment	Rating
Part 1: Mission	meets	3
Part 2: Program	strength	3.5
Part 3: Organization and Leadership	meets	3
Part 4: Human Resources	strength	3.75
Part 5: Ethics	meets	3.5
Part 6: Law, Policy and Governance	strength	3.75
Part 7: Diversity, Equity and Access	strength	3.5
Part 8: Institutional and External Relations	Meets	3.5
Part 9: Financial Resources	Meets	3.0
Part 10: Technology	meets	2.75

Part 11: Facilities and Equipment	Meets/needs improvement	2.75
Part 12: Assessment and Evaluation	Meets/needs improvement	3

Prioritized Action Plan

1. FIRST ACTION ITEM-DESCRIBE ACTION PLAN, BULLET MAIN POINTS, WHO WILL COMPLETE, AND DEADLINE/DATE.

- Assessment Planning (Meloni)
 - Jake (Conduct/Care)
 - Kathryn (Events/Leadership)
 - Andrea (CDC)
 - Theresa (Transfer)
 - Ismael (Human Services)

2. SECOND ACTION ITEM

- Marketing (All of the team)

3. Third Action Item...

- a. We will be preparing for doing a very thorough job of annual reporting utilizing these CAS Assessments (All).