Program Overview - Program Mission

Program Mission

Describe the purpose of the program:

The purpose of ASO is to develop student leadership skills. We are students serving students in all aspects of campus life through leadership, awareness, and opportunities.

Respondent: Celena, Eileen, Jack, Brandy, Jeorgina, Ebonea, Debra, Doris, and Stefan

Validation Review

Data Evaluation: Accepted

Comments:

OBJECTIVES:

<table>
<thead>
<tr>
<th>Objective</th>
<th>Begins</th>
<th>Ends</th>
<th>Priority</th>
<th>Status</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strengthening student leadership qualities.</td>
<td>Jul, 2008</td>
<td>Jun, 2009</td>
<td>Low</td>
<td>In-Progress</td>
<td>2007</td>
</tr>
</tbody>
</table>

Program Overview - Overview

Response to Demand

Location, days/hours:

Monday & Wednesday, 8:30 am to 5:00 pm
Tuesday & Thursday, 8:30 am to 7:00 pm
Friday, 8:30 am to 1:00 pm

Respondent: Celena Alcala

Services offered during last cycle:

<table>
<thead>
<tr>
<th>Service Offered</th>
<th>On-Going</th>
<th>Date Added</th>
<th>Date Deleted</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASO</td>
<td>On-going</td>
<td></td>
<td></td>
<td>Remove</td>
</tr>
<tr>
<td>Activities</td>
<td>On-going</td>
<td>Fall 2007</td>
<td></td>
<td>Remove</td>
</tr>
<tr>
<td>Scholarships</td>
<td>On-going</td>
<td>Fall 2007</td>
<td></td>
<td>Remove</td>
</tr>
<tr>
<td>Frequently Asked Questions</td>
<td>On-going</td>
<td></td>
<td></td>
<td>Remove</td>
</tr>
</tbody>
</table>
**OBJECTIVES:**

External Validation - Advisory Board

Given the data, describe the trends in Ethnicity, Age and Gender. What are the implications for your program?

**Executive Board Members 2007/2008 Demographics**

- 4/8 Female
- 4/8 Male
- 2/8 Latin
- 2/8 African-American
- 2/8 Caucasian
- 1/8 Asian
- 1/8 Under 18
- 2/8 18-25
- 2/8 Over 25


The ASO draws its membership from the diverse student body and is representative of the student body as a whole.

**Student Achievements**

Given the data, describe the trends in Access, Success, and Persistence. What are the implications for your program(s)?

Of the eight executive officers throughout the 2007/2008 year:

- AA/AS Achievement: - two officers graduated
- Transfer Achievements: - three transferred (one to a UC and two to a CSU)
- Persistence Achievements: - five are currently enrolled at WLAC

ASO students are more likely to continue their access to higher education through the education pipeline.

**Validation Review**

- Data Evaluation: Accepted
- Comments: No Objectives Submitted.

**External Validation - Advisory Board**

<table>
<thead>
<tr>
<th>Advisory Board Member Name</th>
<th>Company/Affiliation</th>
<th>Title</th>
<th>Meet Once Every</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Month</td>
</tr>
</tbody>
</table>

Page Description

4/27/2010
### Objectives:

**External Validation - Program Accreditation**

<table>
<thead>
<tr>
<th>Member</th>
<th>Affiliation</th>
<th>Title</th>
<th>Meeting Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Frickel</td>
<td>WLAC Faculty Advisor to the Finance Committee</td>
<td>Professor</td>
<td>Month</td>
</tr>
<tr>
<td>Celena Alcala</td>
<td>ASO Advisor</td>
<td>Associate Dean of Student Services</td>
<td>Month</td>
</tr>
<tr>
<td>Isabella Chung</td>
<td>WLAC advisor to the Finance Committee</td>
<td>Associate Vice President</td>
<td>Month</td>
</tr>
<tr>
<td>Aykanush Dzhambazyan</td>
<td>WLAC advisor to the Finance Committee</td>
<td>NEED TITLE</td>
<td>Month</td>
</tr>
</tbody>
</table>

**Respondent:** Celena Alcala

### Meetings

List the Date and Membership of your Advisory Board:

<table>
<thead>
<tr>
<th>Dates (mm/dd/yyyy)</th>
<th># Members</th>
<th>Members Attending</th>
</tr>
</thead>
<tbody>
<tr>
<td>Twice a month</td>
<td>7</td>
<td>Minutes are on file</td>
</tr>
</tbody>
</table>

Reminder: Keep copies of your Minutes for audit purposes.

### Recommendations

What have been the major recommendations resulting from your advisory board meetings? Of those recommendations, which have been acted upon, and what is your plan of action with regard to other recommendations discussed?

Major recommendations have been for the ASO to be cautious with their budget.

**Save**

### Validation Review

Data Evaluation: Accepted

### External Validation - Program Accreditation

Response to Demand (Operational Program Review)
OBJECTIVES:

SLOs - Program SLOs

Is this program subject to approval/accreditation by specialized state, regional, or national accrediting agencies?

No

What is the program's accreditation status?

Respondent: Celena Alcala

Recommendations

Indicate recommendation of the most recent accreditation evaluation of the program and corrective actions taken or planned. Most recent accreditation report and all additional pertinent documentation and explanations should be available on site for consultant review.

Validation Review

Data Evaluation: Accepted

Comments:

OBJECTIVES:

No Objectives Submitted.

SLOs - Program SLOs

Resources

Curriculum Committee webpage with Institutional and Program SLOs listed
42 single course assessments by West faculty
SLO Tutorial on Janet Fulks' Bakersfield CC website

Student Learning & Service Outcomes

<table>
<thead>
<tr>
<th>Core Competency</th>
<th>Program Objective</th>
<th>Outcome</th>
<th>Opportunity</th>
<th>Assessment Tool</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Competency</td>
<td>Program Objective</td>
<td>Outcome</td>
<td>Opportunity</td>
<td>Assessment Tool</td>
<td>Recommendation</td>
</tr>
</tbody>
</table>

Communication

Each student will develop effective verbal and written communication skills through their participation in ASO.

During elections, candidates running for executive officer positions must be able to present themselves to the public in a professional manner, which includes campaigning, delivering speeches, writing a platform, and debating (when there is more than candidate running for a position). Once the executive board is voted in by the general student body, students who wish to serve as senators must present their platform verbally to the executive council and student participants. Students are voted into positions based on their speeches. The students proofread and edit all articles.

The advisor is present when students deliver their formal speeches to the student body and at all ASO meetings. The student body and then executive officers select their representatives, so they are the ultimate assessors.

All senators and committee chairs must have a formal report on the agenda as a measure of accountability.

Civic Responsibility

Each year our students travel to various conferences and seminars dealing with our local, state and national governments. In many cases the student carries a message for government officials from their campus student population. This may include lowering tuition, cost of books, and increasing grants. In this area, student interact with other students from all 50 states. Presenting an unprecedented opportunity to learn and actually carry out their civic responsibilities.

Meeting with constituents, government representatives and relating the needs of students and other concerned educators.

Feedback from visited officials. Actual change of positions of official visited. Review of students action while interviewing the officials.

Continue to visit the local, state, and national governments with the particular needs, desires and wants of the student as the topics. Implement a method for tracking student volunteer hours.

ASO Advisor will assess students' civic responsibility.
<table>
<thead>
<tr>
<th>Cultural Diversity</th>
<th>In preparing for International Student Week, our organization recognizes and celebrates all cultures on campus.</th>
<th>Observation of the desired results. Evaluating participation by different students from different groups working together.</th>
<th>Continue this process, and increase the number of different ethnicities participating in the event.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technological Competence</td>
<td>Students are equipped and provided with all advanced office equipment. Each student is given a project that he/she must complete using the latest technologies available to them.</td>
<td>Evaluating the completion of projects within a set timeframe.</td>
<td>Students should use power point presentations to report on their conferences and officer/committee progress.</td>
</tr>
<tr>
<td>Ethics</td>
<td>Students work with understanding that they are custodians of public funds and that they should present the wishes of their constituents and not themselves.</td>
<td>Students will use ethical behavior and model the behavior for others.</td>
<td>ASO Advisor observation of students activities, behavior and achievements while in office.</td>
</tr>
<tr>
<td></td>
<td>The Associated Student Body prepares, writes, edits, and publishes a monthly newsletter. The students proofread and edit all articles. Each student will learn to construct and deliver, clear and well organized verbal presentations. Most of these skills will be learned in a planned leadership class.</td>
<td>Advisor - Student reviews of activities and conference completions.</td>
<td>ASO officers should develop an ethical code by which they judge themselves and the Advisor uses to assess them.</td>
</tr>
</tbody>
</table>
OBJECTIVES:

Program Effectiveness - Surveys

Critical thinking: deliver, clear and well organized verbal presentations. During election time, they will be able to present themselves to the public in a professional manner.

All members of the ASO attend retreats and seminars to gain this knowledge.

Seminar satisfaction surveys and networking during conferences.

Critical thinking: During election time, they will be able to present themselves to the public in a professional manner.

All members of the ASO attend retreats and seminars to gain this knowledge.

Invalidated

Core Competencies Alignment

How do the department’s course and program SLOs address West’s Core Competencies?

ASO’s student learning outcomes address the life skills of the college’s core - the students. Each SLO is designed to prepare students for higher education and occupational success.

Respondent: Celena Alcala and Eileen Gnehm

Assessment

Describe what has been done in developing and conducting assessment of student learning outcomes. Describe any changes implemented as a result of your findings from the assessment of student learning outcomes.

Until recently, the ASO Advisor has measured the success of SLOs through observation. While meeting for program review, we realized that this is not scientific and we are currently designing multiple measures, including self-assessment, ASO team evaluations, and ASO Advisor evaluations.

Until recently, the ASO Advisor has measured the success of SLOs through observation. While meeting for program review, we realized that this is not scientific and we are currently designing multiple measures, including self-assessment, ASO team evaluations, and ASO Advisor evaluations.

Validation Review

Data Evaluation: Accepted

Comments: Opportunity, Assessment tool, and Recommendations are incomplete and must be added.

OBJECTIVES:

No Objectives Submitted.

Program Effectiveness - Surveys

Student Satisfaction Survey

Survey Name | Data Analysis
---|---
OBJECTIVES:

Survey Name: Data Analysis
ASO Satisfaction

Students were asked to complete a survey after they received service. Each respondent was asked demographic and educational data in addition to rating the service received.

Discuss and analyze Student Satisfaction Survey results and what program changes will be implemented in response to the survey data.

Although there was a low response to the satisfaction survey, students who responded to the survey overwhelmingly agreed. Eighty-eight percent strongly agreed and twenty-two percent agreed that they received the help that they needed when they visited the office. Seventy-seven percent strongly agreed and twenty-three percent agreed that the staff was knowledgeable. Eighty-eight percent strongly agreed and twenty-two percent agreed that the office hours offered are convenient. Seventy-five percent strongly agreed and twenty-five percent agreed that the information provided was helpful. Eighty-seven percent strongly agreed and thirteen percent agreed that the written information was clear & easy to read. Seventy-seven percent strongly agreed and twenty-three percent agreed that the staff was courteous and helpful. Seventy-five percent strongly agreed and twenty-five percent agreed that the office was comfortable and clean. The lowest score received was in regards to the current location of the office. Sixty-two percent strongly agreed and thirty-eight percent agreed that the office was easy to find. Eighty-eight percent strongly agreed and twelve percent agreed that they would use the service again.

The ASO used the student satisfaction survey as an opportunity to assess the types of activities that students would like to see at West. They were asked to rank the order of events that they would like to see at West. The highest ranked response was thirty-three percent of the respondents for social activities. The lowest ranked response was academic events which eleven percent of the respondents rated as the highest. Twenty-two percent of the respondents ranked social/academic events or political/social justice events as the highest.

Respondent: Celena Alcala

Faculty/Staff Program Assessment Survey

Survey Name: Data Analysis

No Survey(s) Added.

Discuss and analyze Faculty/Staff Program Assessment Survey results and what program changes will be implemented in response to the survey data.

Save

Validation Review

Data Evaluation: Accepted
Comments:

OBJECTIVES:
Program Outreach

What standing committees does your program maintain? What are their charges and membership?

ASO Council and Finance Committee meet regularly throughout the academic year. The Chief Justice and associate justices meet to insure a successful election process and to update the ASO Constitution and Bylaws.

What intra-college collaboration has your program been involved in during the past six years?

The ASO has partnered with the Academic Senate to offer “Jitters Week” to students during finals week. ASO officers and senators sit on college-wide shared governance committees and other campus-wide committees. Each semester, the ASO hosts a Welcome Week fair, consisting of various departments and campus clubs which use the opportunity to recruit students.

What has your program done since the last review to establish connections with schools, institutions, organizations, businesses, and corporations in the community?

The ASO President takes part in the LACCD Student Activities Committee meetings, consisting of nine student presidents and the LACCD student trustee. The ASO President takes part in the Region VII meetings which consist of other community colleges in our region. The ASO Officers take part in the CCCSAA and General Assembly conferences where they connect with other community college students, create resolutions, and vote on student proposed resolutions. The ASO has partnered with a community based organization to collect toys for children in need. The ASO has fundraised for and donated clothing to the Los Angeles County Family and Children Services Department. Various clubs, including Alpha Gamma Sigma, mandate community service hours. Students in ASO clubs volunteer throughout their communities for volunteer service hours.

Respondent: Celena Alcala and Eileen Gnehm

Validation Review

Data Evaluation: Accepted

Comments: No Objectives Submitted.

OBJECTIVES:

No Objectives Submitted.

Professional Development

Name & Status | Activities (mark all that apply) | Comments
--- | --- | ---

- Conferences
- Off-Campus Presentations
- On-Campus Presentations
- Professional Organization (Specify)
- Publications
- Grants
### Professional Development Needs

Are there areas of unmet professional development needs among faculty in this program? Please explain a proposed plan of action for addressing this need and any resources needed to achieve this development.

Additional clarification on use of the free speech area and other policies within the LACCD is needed among all district ASO Advisors and Boards to ensure that each college is practicing the same interpretation of the policy. District ASO Advisors and Presidents meet regularly (separately) throughout the academic year to discuss college practices.

Teaching a leadership course. After review of the options available, the proposed plan is to implement Political Science 41, which is already an approved course in the district.

Respondent: Celena Alcala and Eileen Gnehm

### Validation Review

Data Evaluation: Accepted
Comments:

### Resources - Personnel

**Certificated Administrator, Faculty**

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Celena Alcala</td>
<td>Associate Dean of Student Services - Activities</td>
<td></td>
</tr>
</tbody>
</table>

**Classified Staff**

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
</table>
No Classified Staff Added.

### Student Workers

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Hours/Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keith</td>
<td>FWS</td>
<td>20</td>
</tr>
<tr>
<td>Herlinda</td>
<td>FWS</td>
<td>20</td>
</tr>
<tr>
<td>Gregory</td>
<td>FWS</td>
<td>20</td>
</tr>
</tbody>
</table>

### Projections

Projected Retirements:

N/A

Are available faculty and classified staff adequate to support the program?

No. The program needs a classified employee. The associate dean is currently the only full time employee in the office. As part of the job, the associate dean is often at campus-wide meetings and conferences, so the office does need a full time classified employee to keep the office open and fulfill duties of the office.

Respondent: Celena Alcala and Eileen Gnehm

### Validation Review

Data Evaluation: Accepted

Comments: No Objectives Submitted.

### Resources - Facilities

Is space currently assigned to program adequate to support the needs of the service area? Please explain?

Yes. The ASO Office has adequate office and meeting space.

Does the program regularly utilize general campus facilities? Are they available and adequate?

Yes, ASO utilizes campus facilities for campus-wide events. The facilities are typically adequate, however the space available for events on the 4th floor of HLRC was reduced during spring and there are concerns for future social/academic functions such as the scholarship ceremony.

Respondent: Celena Alcala and Eileen Gnehm
OBJECTIVES:

No Objectives Submitted.

Resources - Planning

Past Unit Plan Objectives

What is the status of the objectives in the 2007 unit plan. Areas will evaluate the objectives included in the unit plan for 2007 in a grid with following measures: completed, in progress, deleted. Please explain outcome.

Based on your evaluation, what objectives or initiatives would you develop to improve this measure?

<table>
<thead>
<tr>
<th>Objective</th>
<th>Begins</th>
<th>Ends</th>
<th>Priority</th>
<th>Status</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strengthening student leadership qualities.</td>
<td>Jul, 2008</td>
<td>Jun, 2009</td>
<td>Low</td>
<td>In-Progress</td>
<td>2007</td>
</tr>
</tbody>
</table>

Service Area Planning Assumptions

In the space below, please list the planning assumptions that will guide your program during the next 6 year period. Include assumptions for at least the following areas:

- Expected demand
- Anticipated funding trends
- Anticipated pedagogical trends
- Anticipated technological trends
- Anticipated trends in student needs and/or demographics
- Relevant Advisory Group recommendations

We will be moving into a new building which will finally house all our functions in one easy to access location. Once construction is complete, student participation will dramatically increase.

Respondent: Celena Alcala and Eileen Gnehm

Self-Assessment of Challenges Facing Program

Please present the program’s analysis of the challenges it will face over the next 6 years in light of the measures of program effectiveness, progress toward past goals, and new planning assumptions.

The current challenge is construction. Until we have a permanent home, we will continue to face challenges in recruiting membership and hosting events. Another current challenge (which we anticipate will go away once we move into a new location) is our budget. We lost a large percentage of our income due to 1) the elimination of the ASO contract for food services and 2) free parking for all students during winter and summer (which is one of the major revenue streams for ASO).

Validation Review

Data Evaluation: Accepted
Comments:
Resources - Resource Request

<table>
<thead>
<tr>
<th>Resource</th>
<th>Quantity</th>
<th>Description</th>
<th>Status</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>1</td>
<td>Units Student Services Aide - full time classified position.</td>
<td>In-Progress</td>
<td>2007</td>
</tr>
</tbody>
</table>

Supplemental Material

Supplemental Materials:

No Supplemental File(s).

Final Summary

Summary

Based on your program review, summarize

Program Strengths - What is your program doing well?

*We provide information to students that is relevant to their educational journey. Student interest in ASO and clubs has increased. We are working on partnering with Academic Affairs and Student Services to reach more students.*

Program Weaknesses - What areas can your program improve?

**Budget. Staffing. Outreach.**

Discuss anything else you would like to share about your program that has not been addressed.

**N/A**

Respondent: Celena Alcala and Eileen Gnehm

Validation Review

Data Evaluation: Accepted

Dean's Review and Recommendations:

Student Services Council Review

Save

Submit Program Review

Program Review has been completed for this Unit.