

Executive Summary
Student Services Program Review
Spring 2013

MPC offers a comprehensive set of Student Services that are aligned with the college's mission and goals. Student Services recognizes the importance of student access, retention and success and is committed to providing seamless pathways for students to reach their educational goals. All existing Student Services engage in the program review process which includes a comprehensive self-study process that utilizes information from semester program reflections and annual updates to ensure the quality, vitality and responsiveness to student needs and student learning.

The Student Services included in this program review evaluation summary include the following:

- Athletics
- Job Center
- Student Activities
- Student Health Services

Each of the above areas participated in a peer review evaluation process. The peer review culminated with a written summary consisting of an overview of the program or service area, identified strengths, current challenges faced by the area, notable trends, established area goals and a summary of the program review findings.

Program: Athletics

Evaluation Team: Larry Walker, Linda Ransom, LaRon Johnson, Vera Coleman

The MPC Athletic Department features fourteen teams that compete in the Coast Conference along with seventeen colleges located between Monterey and San Francisco. The Department actively participated in renovating its athletic facilities including rebuilding of the stadium and softball fields and remodeling the gymnasium. The Department also recently opened a new 8,200 sq. ft. Fitness and Weight Training Center which coincides with a consistent increase in FTES generated by the department from 94.13 in 2005 to 123.64 in 2009. All students competing in intercollegiate athletics must be enrolled full-time (12 units) at the time of participation. To be eligible for the second season of a sport, the student/athlete must complete and pass 24 units between seasons of competition with a 2.0 grade point average.

Strengths

- Clear, complete and comprehensive departmental Action Plans
- Department goals clearly address and support the identified trends of the Athletic Department
- Comprehensive list of annual objectives with a realistic timeline for achieving major activities in the department
- High transfer and placement of student/athletes at four-year colleges and universities

Challenges

- Self-identified need to enhance student/athletic academic success by increasing collaboration with campus instructional and student support services
- Provide support to the Facilities Department in maintaining athletic facilities
- Conduct a survey of community input for women's sports as it relates to the Title IX compliance
- Review and analyze the leadership/management structure (AD/Division Chair) in PE/Athletics to determine if it meets departmental needs and/or if alternative leadership/management models might be more efficient and effective.

Trends

- Continued budget reductions resulting in cuts to discretionary funds. The lack of funding severely limits the department's ability to supply up to date equipment and uniforms-
- Commission on Athletics implementation of reduced athletic competition schedules
- Title IX mandates will be a statewide issue and a high priority will be placed on compliance by members' colleges
- Statewide open recruiting will continue to be debated

Goals

- Bring MPC into compliance with Title IX mandates
- Enhance MPC Athletic Program marketing within local community
- Enhance MPC student/athlete academic success
- Complete planned PE Division athletic facilities improvement projects
- Enhance department by adding critical staff (i.e., FT coaches, academic counselor, athletic trainer, Sports Information Director)
- Increase staff diversity within the department

Summary

The Student Services Program Review for the Athletic Department was completed in fall 2009. The current program review was very thorough and included program level data, student learning outcomes, action plans, and a student satisfaction survey.

Student demographic data showed a steady increase in the number of student/athletes at MPC. Student/Athletes consistently represent nearly 12% of all FT students. Student/athletes represent a more diverse population than the general student body. African American student/athletes represent the largest increase (27%) compared to only 8% of FT African American students and 3% of all African American students served by the college. Like many community colleges, the number of female student/athletes is lower (34%) compared to the number of FT women (51%) enrolled at MPC. Overall, MPC student/athletes are younger, more diverse and have a higher percentage of male participants than other full-time students at MPC.

Student success as measured by course completion rates shows that course completion rates of MPC student/athletes is slightly higher than for those students who do not participate in athletic programs. Persistence rates for student/athletes at MPC are below the statewide average and the result of this data is being used to develop retention strategies for returning student/athletes. Data also showed high transfer rates for student/athletes and that a large majority of MPC's student/athletes comes from local area high schools.

The addition of intercollegiate sports, expansion of new PE facilities, increased off season competition, and more compliance regulations has required the Athletic Director's position to be available throughout the entire year. This seems to warrant a review of the current leadership/management structure in the Department.

The Athletic Department faculty and staff are proven professionals. The coaching staff has established a standard to nurture and support student/athletes from recruitment through graduation and/or transfer as evidenced by successful placement of student/athletes at

colleges and universities in-state and out-of-state. Coaches have successfully achieved this standard through the support of athletic training, counseling and administrative staff, all of whom create a positive working environment.

Program: Job Center

Evaluation Team: Cathy Nyznyk, Janine Wilson

The Monterey Peninsula College Job Center is a full-service employment office. It provides MPC students opportunities for work experience both on the campus and in the community. The Job Center's goal is to bring education and employment together so that students can develop their educational skills and abilities; and, at the same time gain valuable experience in the world of work.

Students currently attending MPC, as well as graduates, will find the Job Center to be an important resource and an essential link between education and employment. Job Center staff members work closely with other campus programs and community businesses to provide students with essential tools and support needed to find and keep jobs with success.

Strengths

- Coordination of annual job fair
- Job Center website
- Identification of meaningful student learning activities in the following areas: critical thinking, effective communication, technical competency

Challenges

- Limited federal work-study and CalWORKs work-study budgets
- Collection of student demographic information
- Expanding work-study opportunities at the Marina campus
- Adequate staffing to meet student demands

Trends

- Economic environment has caused an increase in demands for work-study jobs
- Declining number of employers attending annual job fair
- Need to provide interviewing skills and techniques to work-study students
- Need to create job portfolios (resume, cover letters, rec. letters) for work-study students
- Desire for more work-study opportunities both on/off-campus

Goals

- Create a Student Employment Handbook

- Create a student satisfaction survey
- Coordinate a semi-annual job fair
- Provide Job Center information at the Marina campus

Summary

The program review self-study revealed that the Job Center operations are an essential component ~~to~~ of student services because it provides the link between employment and education. The program's website has become an important resource for students seeking employment as well as for potential employers. It was noted that funding for federal and CalWORKs work-study has lagged behind the increased demand for students seeking work-study positions and that this trend will likely continue for several years. The Job Center directly impacts student learning through linking employment skills to the educational experience.

Program: Student Activities

Evaluation Team: Vera Coleman, Grace Anongchanya-Calima

Student Activities provides students with leadership opportunities and practical learning experiences beyond the classroom. Student Activities provides “hands-on” experiences which compliment students’ educational, personal and professional goals, thus enhancing student success. Through a warm and welcoming atmosphere, Student Activities offers meaningful opportunities for campus and community involvement, recognition of student achievement and a variety of specialized services that benefit the campus community. Information regarding campus events, student rights, student government, organizations (clubs) and a wide variety of programs are coordinated by the office of Student Activities. Student Activities also helps to build a stronger campus community while providing vital services. In addition to the processing of Student Body ID Cards, the Student Activities Office offers many other services to students; including monthly bus passes, food bank, emergency loans and housing information.

The Student Activities operation also includes the Associated Students of Monterey Peninsula College (ASMPC) which is recognized by the Governing Board as the official representative organization for MPC students. ASMPC also has (3) auxiliary councils; including the Inter-Club Council (ICC), the Activities Council (AC) and the Student Representation Council (SRC). In addition to the coordination of all student events, ASMPC provides students with a forum for the expression of student opinion through shared governance, and develops student initiative and responsibility while ensuring equal rights for all students of MPC. Members of the Executive Council and Judicial branches are elected by the MPC-students for the period of one year; all other positions are appointed by the Student Government.

Strengths

- Coordination and management of a variety of student activity events
- Coordination and oversight of ASMPC
- Coordination of vital student retention services

Challenges

- Data collection to identify the impact on student learning
- Identifying effective ways to communicate and connect with a broader range of students regarding ASMPC
- Student involvement

Trends

- Changes in student demographics
- Reduced budget and funding for student activities

Goals

- To create a leadership component for ASMPC student council
- To expand cultural enrichment activities
- To expand community partnerships
- To increase outreach efforts in Seaside and Marina

Summary

Student Activities support over 20 student clubs that range in interest including academics, cultural, recreational, political/social action, religion, and sports. In addition, Student Activities, in coordination with ASMPC, enhances the cultural and social experience of MPC students by sponsoring several events, such as Lobo Day, the Asian Cultural Show, and Earth Day, as well as various other events and activities. Student Activities also provides vital student retention services, such as the food bank, short-term emergency loan program, and bus passes.

Program: Student Health Services

Evaluation Team: Claudia Martin, Nancy Predham, Eileen Crutchfield

For 50 years, Monterey Peninsula College (MPC) has offered Student Health Services to its students to provide first aid, emergency care, illness and injury assessment, personal counseling, appointments with a physician, and health education. Student Health Services (SHS) also serves as a resource to the College in health related matters, most recently providing direction for the H1N1 pandemic and forming a subcommittee of the Crisis Emergency Response Team (CERT) called the Threat Management Team (TMT).

Program Components of Health Services include: Clinical Care Services, First Aid and Basic Emergency Care, Communicable Disease Control, Physical Examinations, Health Appraisals, Reproductive Health Care, Crisis Management, Short Term Counseling, Sexual Harassment and Assault Counseling, Health Education and Promotion, Campus Health and Safety Issues, Community Health Clinical Preceptor, and Student Accident Insurance.

Strengths

- Student Health Services Website
- Comprehensive student health care
- Sponsorship of health related events and activities

Challenges

- Adequate funding to maintain current level of health services
- Ability to respond to student mental health needs
- Providing health services at the Marina campus

Trends

- Increased demand for psychological services
- Increase in student hunger and homelessness

Goals

- Provide culturally competent healthcare for students
- Enhance the availability of healthcare information via pamphlets and brochures
- Add Social Work interns to psychological services component
- Maintain communicable disease control
- Provide health education to classes by instructor request

Summary

Student Health Services (SHS) offers MPC students an impressive array of health services, outreach events and educational activities designed to enhance student retention. Events such as the annual health fairs and blood drives have increased in popularity due to the outreach efforts of SHS staff.

Analysis of the demographic data of MPC students helps enlighten and guide Student Health Services. This data helps explain the surge in mental health issues among the 18-30 year-old group and the chronic disease visits of the seniors. The younger students were also noted to have comprised the majority of H1N1 cases on campus. In addition, the younger students tend to be uninsured once their parents' insurance drops them, so they look to Student Health Services to fulfill their primary care needs.

The Psychological Services component needs to be expanded due to the escalating needs of MPC students as they, in turn, mirror current local, national and global life issues and experiences.

Results from the student satisfaction survey indicated the following:

- Program has an honorable reputation on campus
- Student Health Services staff are approachable
- Staff members conduct themselves in a professional manner
- Student Health Services are consistent in providing useful information and services to all who request them
- Staff is consistent in providing useful referrals to other campus/community programs and resources
- Student Health Staff is involved in campus activities and participates in campus committees that benefit employees and students
- The overall quality of work performed by Health Services Staff is high

SHS has also established Student Learning Outcomes that will support activities critical to student retention and success.