

**SGCC and ASB Department
AUP for Academic Year 2024-2025
October 2023**

Describe Department/Unit

Connection to College Mission

The Student Government of Cerro Coso (SGCC) has constructed its mission with emphasis on the development of a nurturing environment that supports the student body through opportunities for student engagement with the college and greater community college system. SGCC's mission is linked to the college mission in that it aims to improve the lives of the Associated Student Body (ASB) through events, opportunities for learning, and professional development, inclusive of all Cerro Coso students.

Report on Improvements Made and Gaps Identified in the Prior Year

Student Equity

No Actions were taken in the past year.

Outcomes Assessment: Loop-Back Improvements Made

Outcomes Assessment: Results of Last Year's Assessments

AUO 1

Target Met?

Did Not Assess

AUO 2

Target Met?

Did Not Assess

AUO 3

Target Met?

Did Not Assess

Outcomes Assessment: Missed Targets

Outcomes Assessment: Schedule of This Year's Assessments

AUO 1 | SGCC and ASB provide a range of opportunities for engagement and events/opportunities that are suitable for the student population.

AUO 2 | SGCC and ASB adequately represent the student body on participatory governance committees

AUO 3 | SGCC and ASB provides opportunities for connection to peers and the institution

Program Review

SGCC & ASB

Year of Last Program Review:

2022

Actions Taken in the Prior Year to Address Strategies:

2-Year Strategy

Strategy 3 - Professional Development Focused on Participatory Governance (for students)

Complete | In the Fall 2023, SGCC invited Student Senate for California Community Colleges representatives to Cerro Coso to provide training at the KCCCD SGA Retreat. This sort of training will occur annually, whether performed by in-house staff or using external facilitators.

Strategies Still to be Addressed:

2-Year Strategies

Strategy 1 - Revise AUO assessment mechanisms

Not yet addressed | AUO is in need of a mechanism for proper assessment. Survey is to be developed and distributed to Participatory Governance Committees for completion.

Strategy 2 - Rebuild SGCC and Student Senate's membership

In Progress | While SGCC has managed to recruit a full executive board by the time this AUP is being written, the building of a Student Senate is still out of reach. Currently, the challenge is that students express interest in joining the senate until they realize they are the only senator. Since realizing this challenge, SGCC has opted to invite new senators into Executive Board Meetings until the senate grows to enough individuals to warrant their own meeting.

5-Year Strategies

Strategy 1 - SGCC Online Infrastructure

In Progress | The current class of SGCC members are interested in rebooting the Coyote Den, a great platform for conducting SGCC business as well as providing a student hub, where students can see what is going on on campus and online, engage in discussions, and become part of the college community (on campus or remotely).

Strategy 2 - Bring ASB Coyote Card to Scale

Not yet addressed | The ASB Coyote Card has not fared well in post-pandemic times. The card, though not offering much more, has not offered less, and yet its sales have continuously diminished over time. SGCC may look to revert back to the ASB sticker (in place of the card) to cut back on costs of purchasing the card. Additionally, SGCC will need to reach into the community to

provide more deals for students to make purchasing the card an easier decision.

Strategy 3 - Professional Development Site Focused on Processes Related to Club Management

In Progress | The SGCC and Student Club Canvas page currently provides the essentials to running a club (forms associated with various tasks and explanations of how to do various things); however, what is needed is a more thorough orientation to advising a club: college policies, student travel information, rules for expending funds, contacts on campus for various tasks, etc.

Last Year's Initiatives

Streamline New Club Chartering Process

SGCC and Student Club Canvas page was built to include processes for club development, a webform for club re-charter, and a template for new club charter, bylaws, and constitution.

[SGCC and Student Clubs](https://kccd.instructure.com/courses/29197) [https://kccd.instructure.com/courses/29197]

Rebuild SGCC

This goal probably should have been a program review goal as it is a year-over-year endeavor. Since the writing of this goal, multiple informational sessions have been held to provide students with information about SGCC and the importance of student participation in college governance.

Student Government Informational Sessions were held in place of a General Session (now Coyote Town Hall) in the Spring 2023 and again in the Fall 2023. During those informational sessions, there was discussion around starting/joining a club, becoming a senator, and serving on a committee.

Thus far, there have been no trainings for club advisors.

Reminder of Initiatives for the Current Year

Reminder of Initiatives for the Current Year

Streamline New Club Chartering Process

Develop Club Training Protocol

Payment of SGCC Officers and students serving on participatory governance committees

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Prepare SGCC/Club space (LRC 722) for student use

Is this part of a multiyear initiative?

No

Specific Action Steps to be Taken:

- Weed out outdated materials from space
- Organize decorative materials in plastic tubs, in the warehouse
- Decorate room for student clubs / look into wall coverings, much like the hallway in the gym.
- Make entrance welcoming to students
 - Use whiteboard in hallway to lay out meeting times, upcoming events, club information, etc.

- Install signage for the room. From the outside, the room appears to be a classroom in a dark hallway.

Early Observational Data, or "Lead" Measure(s):

More use of the space by clubs

Does the department request help developing these instruments?

No

Institutional Performance Data, or "Lag" Measure(s):

Person Responsible:

SGCC Advisor and SGCC

Unit gap or institutional goals addressed:

It addresses a Strategic Plan goal or objective

Add 5 Businesses to ASB Discounts

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

- reach out into Cerro Coso communities to build connections with businesses
- Provide window stickers to businesses offering ASB discounts

Early Observational Data, or "Lead" Measure(s):

- Increased sales of ASB cards/stickers

Does the department request help developing these instruments?

No

Institutional Performance Data, or "Lag" Measure(s):

- More revenue from asb sales, generating more opportunities for student engagement, activities, and events.

Person Responsible:

SGCC Advisor and SGCC

Unit gap or institutional goals addressed:

Evaluate Resource Needs

Facilities

Signage near hallway leading to LRC 722 that indicates, "Student Government of Cerro Coso (SGCC)" and "Student Clubs" or something to that effect.

Information Technology

Marketing

Professional Development

Other Needs

Classified support for SGCC and Clubs would be helpful in maintaining organization of clubs, club forms, expenditures, and events.

SGCC has received great support from the VP of Student Service's Executive Assistant; however, digital signing for expenditure requests and event manager in lieu of an event form have made these tasks difficult for students to complete, creating work for the advisor.

While this workload is somewhat manageable for the SGCC advisor, given the current state of on campus activity, it seems that if more activity is to come back to campuses, there will be a need for more clerical support. Again, it is not that the assistance that is currently provided is insufficient, it is that the workload will grow as student government and club activity grows and it will become more of a challenge to keep up.

Staffing Requests

1000 Category - Certificated Positions

2000 Category - Classified Staff



Student Services/SGCC & ASB

SGCC and ASB
Cerro Coso Community College
Tyson Huffman
Spring 2022



Student Services/SGCC & ASB

Executive Summary

SGCC is the representative body for Cerro Coso's ASB. The first Tuesday of each month, SGCC hosts General Session, a meeting that is open to all students, where students discuss what is happening on their campuses, club events, and student issues that committee members can present to college constituents in the appropriate venues. The second and fourth Tuesdays of each month the Student Senate of Cerro Coso meets to conduct its work of planning events to build community or awareness of a cause, discussing issues within the student 9 +1, or addressing other student concerns. Although the senate has not had membership since Spring 2021, the senate structure still exists and is actively recruiting the next class of senators with high hopes for the 2022-23 academic year. SGCC's Executive Board continues to meet each Monday to conduct its work.

Student Government of Cerro Coso (SGCC) and the Associated Student Body (ASB) naturally ebb and flow as students come and go. Some years there is a lot of interest around getting involved and taking control of the student experience and other years there is a severe lack of interest in these areas. Over the past five years, SGCC and ASB experienced both scenarios.

Early in the review cycle, students experienced the height of student life with 13 active clubs, an active senate, and a full executive board. During this time, Cerro Coso Community College received commendations on its final accreditation report for student engagement and leadership.

Commendation 3: The team commends the college on the level of student engagement and leadership. It is evident that student voices are actively solicited and have an impact on the institution's continual process for improvement of services.

SGCC continued to grow and innovate through 2020. In 2019, SGCC developed a program that would reward student clubs for completing various club-management related tasks: completing a club charter, submitting meeting minutes, participating on participatory governance committees, attracting new businesses to participate in the ASB Coyote Card program, etc. Clubs can now earn funds for conducting regular club business which enables them to hold more events and give back to the college community.

Following the 2019 earthquakes that left various areas of the Ridgecrest campus closed for construction, SGCC was left without a kiosk/desk space that had been in the Learning Resource Center. During this time, it was obvious that fewer students were congregating on campus and attending club and SGCC events. In March 2020, all students, staff, and faculty were sent home due to COVID-19. For the remainder of the program review cycle, SGCC and ASB had essentially no physical presence on the campuses. All SGCC and club meetings were shifted online and physical activities on campus were restricted to events that would allow for social distancing, minimizing risk for all.



Student Services/SGCC & ASB

Part 1 – Definition

1.1 - Department Mission

The mission of Cerro Coso Community College is to improve the life of every student it serves. Through traditional and distance delivery, Cerro Coso Community College brings transfer preparation, workforce education, remedial instruction, and learning opportunities that develop ethical and effective citizenry to the rural communities and unincorporated areas of the Eastern Sierra. In doing so, we promise clarity of educational pathways, comprehensive and equitable support services, and a commitment to equity.

The Student Government of Cerro Coso (SGCC) has constructed its mission with emphasis on the development of a nurturing environment that supports the student body through opportunities for student engagement with the college and greater community college system. SGCC's mission is linked to the college mission in that it aims to serve the entirety of the Associated Student Body (ASB) through events and opportunities inclusive to all student populations.

SGCC serves as the governing body for the Associated Student Body (ASB) of Cerro Coso that engages in the participatory governance of Cerro Coso Community College by addressing matters within the student purview (student 9 + 1 rights):

- | | |
|--|--|
| 1. Grading Policies | 7. Standards and policies regarding student preparation and success |
| 2. Codes of Student Conduct | 8. Student services planning and development |
| 3. Academic Disciplinary Policies | 9. Student fees within the authority of the district to adopt |
| 4. Curriculum Development | |
| 5. Courses or Programs which should be initiated or discontinued | +1. Anything the college or district thinks will have a significant impact on students |
| 6. Processes for institutional planning and budget development | |

SGCC provides students with opportunities to practice leadership skills while representing Cerro Coso students locally within committee meetings and at the regional and state levels through the legislative process. At Cerro Coso students have the opportunity to engage with regional student government representatives from the Student Senate of California Community Colleges (SSCCC) and at the state level through either serving as a college delegate or by engaging as a SSCCC student representative.

Student clubs also reside within SGCC’s organizational structure. Clubs play a role in creating community on campus among students based on student interests. Clubs are formed by students and are generally formed by students with similar interests, creating opportunity for all students to either join an existing club or develop a new club.

SGCC and student clubs aim to create opportunities to participate in college activities that are fitting for our college populations. Through club events, SGCC general sessions, student senate meetings, as well as college supported activities, SGCC attempts to provide opportunities suited for all students at Cerro Coso. Additionally, SGCC and ASB endeavor to engage the student body in the decision-making processes at the college by encouraging students to share their experiences and opinions on topics affecting students. These efforts support the college in providing equitable services and programs for its student populations



Student Services/SGCC & ASB

and the larger community college system in improving its programs and services to serve its diverse population.

Another important aspect of student governments is to represent and advocate for students within the participatory governance structure at Cerro Coso. Students are encouraged to join participatory governance committees where they attend meetings with the objective of sharing student perspectives on various topics, porting information from the meetings back to student senate, and collecting information from students to be shared in their committee. Student voices are valuable in the college's decision-making processes and without students on committees to share the student voice we are missing a critical component.

1.2 - Department Description and History

Student Government Associations (SGA) are the representative bodies of their Associated Student Body (ASB). The SGA at colleges represent their peers and are compelled to gather student opinion and use that information to accurately represent the collective student voice on college committees, regional committees, and at the Student Senate for California Community College's (SSCCC) General Assembly that occurs each year. In 2018, Cerro Coso Community College was commended in the accreditation process for its integration of student government and inclusion of the student voice in the participatory governance structure. A strong student government is foundational in growing an active student body and a college community where students thrive.

Early in this review cycle, SGCC had oversight by the Director of Outreach and Student Life. In the Spring 2018, a faculty member was assigned to *student government leadership* to advise SGCC and manage student club operations. At that time, SGCC and the club operations were assessed for potential areas for improvement. Some of the immediate improvements that were made are as follows:

- Implementation of the Student Organization and Engagement Program ([program details](#))
 - A program to support clubs for achieving various club tasks
 - Incentivizes clubs to complete a club charter each semester
 - Incentivizes clubs to submit meeting minutes regularly
 - Incentivizes clubs to identify a club representative to attend SGCC's General Session
 - Incentivizes clubs to identify a club representative to attend SGCC's Inter-Club Council meetings
 - Incentivizes clubs to identify a student to participate on a participatory governance committee
- SGCC elected to move from a ASB sticker to the ASB Coyote Card
 - Historically, students who purchased an ASB sticker would receive a tiny sticker that would adhere to their student ID to indicate that they are ASB members. Now, students receive a membership card, a more substantial option that does not unstick from student ID Cards.
- Established SGCC Facebook, Instagram, and Twitter accounts
- Established an SGCC email address – StudentGovernment@CerroCoso.edu
- Migrated SGCC documents from Google Docs to SharePoint



Student Services/SGCC & ASB

SGCC and ASB have a memorable history on campus. Prior to March of 2020, SGCC had a strong presence on campus, new clubs were sprouting up, clubs were holding activities on campus regularly enough to feel that students valued the college and the opportunity to generate engagement on campus, and one-off campus events were developing into regularly scheduled events.

Over the past few years, there have been many external factors that have impacted the efficacy of student government and the associated student body:

- In Fall 2016 (the beginning of this review cycle), the Main Building at the IWV campus was closed for repairs, this lasted until 2019.
- In 2019, earthquakes in Ridgecrest caused the Learning Resource Center to close for repairs – this was home to SGCC’s kiosk/welcome desk.
- In March of 2020 all students, staff, and faculty were relocated to an online environment due to COVID-19

During these events, SGCC and ASB made efforts to translate the work they were doing on campus to fit the environment and in 2020, completely online. As a result, clubs and student life diminished substantially between March 2020 and spring 2022, the time of this program review. Despite the difficult circumstances some positive movement was made to support student groups’ abilities to function online: student clubs and SGCC began holding meetings online via Zoom, SGCC and student clubs adopted a communication tool that is available to all students (Pronto), and students explored opportunities to entertain and bring focus to current issues online. In the Spring of 2020, SGCC established a Discord server for students in an effort to create a virtual space where students could congregate, have discussions, play games, and much more. The server has struggled to gain mainstream adoption, nevertheless, it remains accessible in the case students wish to utilize it more regularly in the future.

Other effects from the aforementioned events:

- SGCC has lost the continuity of a student senate and a fully functioning executive board
 - Cerro Coso students are less aware of who their representatives are and even unaware that they have representation at the college.
 - SGCC members are less aware of their role, their connection to the college, and the importance of the work they do.
 - There is a complete breakdown in communication from students to their SGCC Executive Board. Without a student senate, students aren’t aware of where to share their experiences and point out opportunities for improvement at the college.
 - Recruiting to fill positions has become a major challenge (probably the chief challenge)
- ASB has lost a campus culture
 - Students simply do not seem to spend time on campus
 - Norms for spaces no longer exist
 - Student groups are not physically present, are not recognizable, and therefore, struggle to grow.
 - Students are less likely to engage in opportunities to build community or engage with others, whether online or on campus

Rebuilding these student organization structures and opportunities is crucial to the college’s ability to include students in the greater college conversation. Cerro Coso Community College values the student



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voice and without student engagement on college campuses, acquiring student perspectives can be challenging, not to mention recruiting students to actively participate on committees.



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Part 2 – Demand

2.1 Department Function

SGCC has two primary functions on the college campus: build community and represent the student voice within the participatory governance structure. The organization strives to provide students with opportunities to participate in various events that promote civil engagement, activities developed for entertainment and community building purposes, and other events geared toward supporting students in their academic endeavors.

The Associated Student Body (ASB) is made up of all students who have purchased an ASB card at Cerro Coso and the Student Senate is the body that represents the ASB, made up of student representatives. SGCC is the executive body that carries out the will of the Student Senate, oversees and manages the affairs of the clubs and senate, promotes leadership and student development through events and training. All members of the ASB are permitted to engage on college committees and represent the ASB while reporting back to SGCC/SSCC. Both SGCC Executive Board members and SSCC Senators are elected to their positions in the Spring by a general election process that is carried out online to ensure participation from students across Cerro Coso's vast service area.

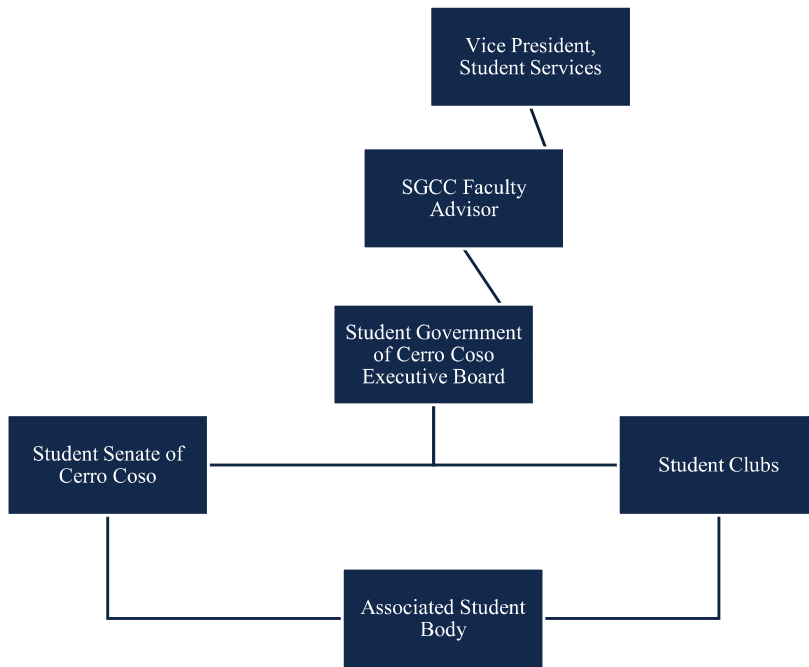
The Student Senate for Cerro Coso Community College is made up of senators who may be students from any of Cerro Coso's campuses. Senators act as liaisons between the SGCC Executive Board, student clubs, and the general student body. For matters relevant to the students across the state of California, SGCC and SSCC may engage in the legislative process through resolution writing and attendance at regional meetings and statewide convenings, like the SSCCC General Assembly that has regularly occurred each Spring.

Although a purchase of the ASB Coyote Card is what makes a student part of the ASB, students who do not purchase an ASB card are still represented by students from representation from SGCC and may participate in campus activities designed for all students. SGCC bylaws state that all members of student government and student clubs must be ASB Card holders, though this has been discussed as a potential future change.



Student Services/SGCC & ASB

2.2 - Organizational Chart



2.3 - Service Recipients and Needs

Student Government of Cerro Coso exists to serve Cerro Coso students through representation at the local, regional, and state level and organizing campus events to build community. The aim of student government is to provide students opportunity to engage with their college and improve circumstances for future students through sharing the student voice and active engagement in the participatory governance structure.

Students involved in student government do so at their own will. Students in SGCC are not compensated, nor are those who hold senator positions. Students who join clubs do so for their own gratification and/or for experience. Students who seek leadership opportunities will find them in club leadership as well as in Student Senate of Cerro Coso, Student Government of Cerro Coso, and in opportunities to engage with college committee work.

The needs of SGCC and ASB are determined by discussion at Student Senate, General Session, and within the Executive Board meetings. Generally, SGCC decides the focuses of the semester based on what is currently happening at the college. For example, SGCC discusses ways to improve the student experience based on recent experiences at the college, what they hear from other students, and what is brought up through senate and general session. Another way that SGCC determines student need is through the annual SSCCC General Assembly where students are brought together to discuss issues facing students across the state. During the preparation for these conversations, SGCC collects student sentiment about these topics to be informed by our student voices prior to attending General Assembly.

2.4 - Department Relationships and Impact

SGCC has many relationships at Cerro Coso and within the district that both assist and rely on student government and student government’s connection to the student body.



Student Services/SGCC & ASB

President's Office

SGCC's connection to the Office of the President is a critical one. Regular meetings between the President of SGCC and the President of Cerro Coso ensures an understanding of the roles each party plays at the college. It helps SGCC to better understand what is going on at the college and informs the Office of the President as to what students are working on and or thinking about.

Bakersfield College and Porterville College

Our sister schools in the district work together to ensure each college has the information and support they need to fulfill their duties. Each semester, KCCD colleges gather for a SGA Retreat where student leaders interact, share knowledge, and learn from one another. Retreats are scheduled and planned by the three SGA advisors.

Maintenance and Operations (MO) and Information Technology (IT)

These departments play a pivotal role in pulling together events on our campuses. Both departments have been incredibly accommodating for our student leaders and have gone out of their way to ensure students get all they need to make events positive experiences.

Public Relations

Public Relations supports SGCC in sharing information related to student life. Each week, the office of Public Relations sends a newsletter, *The Student Need to Know*, which outlines the activities, opportunities, and happenings on campus and online for Cerro Coso students. Additionally, Public Relations often promotes social media posts made by SGCC, exposing SGCC information to a larger audience.

Outreach

Up until Spring 2022, SGCC was supported by the department assistant in Outreach. This position was a great asset to SGCC as it processed all expenditure requests, coordinated purchases, and supported SGCC processes, such as managing ASB Coyote Card distribution and event preparation. Because the position is vacant, the work is currently being done by the Executive Assistant to the Vice President of Student Services. Clerical support of this nature is essential to SGCC and ASB's work at the college.

2.5 - Department Costs/Revenues

SGCC's primary source of income is ASB Coyote Card sales. The Coyote Card is a community discount card that is available only to students. The card, in theory, is supposed to provide discounts that are relevant to student life in addition to providing access and discounts to activities on campus. The latter, however, has not been the case since very few, if any, activities on campus have a fee associated. Over the past five academic years, Coyote Card sales have averaged \$2,684.36 per semester (\$3,154.67 in the Fall and \$2,120 in the Spring). These funds support a majority of SGCC and Student Senate activities on campus and SGCC conference travel. This revenue has been consistent over the past five years and there is no reason to believe it will decrease in the future. In fact, it is reasonable to expect this to increase as public health concerns lessen and SGCC commits to growing the ASB Coyote Card program by bringing in more local businesses to offer discounts and improve marketing efforts.

In addition to Coyote Card sales, Student Development funds are raised by collecting a percentage of sales at Barnes and Noble and have supported campus events, advisor training, and purchases of equipment that benefit the student body. Additionally, the Student Development Fund supports the position of SGCC Advisor (loads at .4), a position that advises student government leadership, facilitates



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SGCC activities, assists students in interfacing with the college, and prepares/coaches students to carry out their position's duties within the governance structure. This fund is not controlled by SGCC; however, it is often used to support events related to students and the student experience.

Lastly, the Student Representation Fee can be used to support students for the education required to represent students at the state level such as SSSCC's General Assembly. It is important to note that this fee recently increased from \$1 to \$2 per student. SGCC receives \$1 per student and \$1 goes to the Student Senate for California Community Colleges (SSCC) where it is used to support the costs associated with facilitating SSSCC's General Assembly.

Spending of SGCC funds is done in collaboration with SGCC's Executive Board and Student Senate. SGCC's Executive Board sets the budget each semester and allocates funds based on the travel, events, and activities the group is planning for the semester.



Student Services/SGCC & ASB

Part 3 – Support Needs

3.1 - Staffing

SGCC and ASB is staffed by one faculty advisor who works at a .4 load and a department assistant who is shared with Outreach. The department assistant's primary function is to process expenditure requests and event planning forms as well as make purchases for student organizations (SGCC and clubs). Currently, the department assistant position is vacant. In the absence of a department assistant all paperwork is currently routed through the Assistant to the Vice President of Student Services. The department assistant role is important in ensuring processes are followed, requests for funding are tracked, and orders are placed in a timely manner. Although the Assistant to the Vice President is capable and quite helpful, SGCC and ASB could benefit from department assistant support, especially as a point of contact for students who enter the student activities office inside the student center expecting to someone who can assist with accessing student government or activities associated with student government.

Currently, the SGCC advisor is overloaded at .4. In the future, the college may consider splitting the SGCC advisor position to create two SGCC advisor positions (loading at .2 per advisor). The benefit to doing this would allow for cross-training for new advisors. Once one advisor wants to step down from the position, another position would allow for a new advisor to work alongside an experienced advisor. A system like this would create more stability and continuity from year to year and from advisor to advisor and make the workload more manageable, especially as new programs, clubs, requirements from the state, and campus events are developed. This is especially important for SGCC where the learning curve is steep and very few faculty members work within student services and understand the college's policies related to events, travel, spending college funds, etc.

Club advisors are volunteers who put in time and effort to mentor and guide students who engage with student clubs. Without a club advisor, clubs are not able to complete a club charter to remain active.

3.2 - Professional Development

Professional development for students in SGCC and student clubs occurs as needed. Each semester SGCC attends the Kern Community College District (KCCD) Student Government Association (SGA) Retreat where SGA Advisors develop a day of professional development and team building for SGA members from the three colleges. The activities for these retreats are determined by the SGA advisors based on perceived needs and the unique characteristics of each group of students which changes from year to year.

The SGCC faculty advisor is a member of California Community Colleges Student Affairs Association (CCCSAA), a professional organization that is focused on the development of Student Services programs for students, including student organizations. CCCSAA has been an invaluable resource for those responsible for leading students or administering student services at a community college. CCCSAA holds multiple conferences each year that support various positions pertaining to student affairs.

While the role of club advisor relies mostly on the faculty members' knowledge of the college and understanding of students, there are processes used in student life that most faculty do not learn until they are working as a club advisor. Such things as monitoring and spending club funds, event planning, fundraising, etc. require training or at the very least, guidance. Currently, many clubs are inactive due to COVID-19. Due to the lack of engagement, club advisors are not currently in need of this training;



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however, as student life returns to campuses and clubs begin to reform, this training will be necessary to ensure advisors are prepared to help students navigate the college and carryout necessary processes.

3.3 - Physical Resources

SGCC and clubs do not currently occupy a particular space on campus, outside of a storage space in the Ridgecrest warehouse (located on the East side of campus) and storage lockers (located on the second floor of the Learning Resource Center). In 2019, when the Learning Resource Center on the Ridgecrest campus was closed for earthquake repairs, SGCC requested a kiosk/desk space in the student center to be closer to students where they would be able to advertise for events, have discussions with students, share information about the college, opportunities for engagement, and events at the college. The request was approved, and a space should be developed in the near future.

3.4 - Technology

Currently, there are no technology needs to help SGCC and ASB function more efficiently.

SGCC and ASB have adopted Pronto, a communication tool that is built into Canvas and does not require students to share personal information to communicate with other students. Additionally, Pronto has made building groups for students really simple, allowing clubs to have text groups, hold meetings, and share documents/images/gifs.

For storing SGCC documents, SGCC has recently migrated all assets to Office 365 (SharePoint). This migration has allowed for easy sharing of documents and reliable storage. To improve the capabilities and efficiency of SGCC, members would benefit from supplied laptops/tablets for document organization and notetaking. Often, there are SGCC members who do not have a laptop or tablet and rely on either a desktop computer at home or campus resources.

3.5 - Marketing

SGCC and ASB have struggled to adequately market opportunities to students, primarily because reaching students has been a challenge. From 2016-2019, marketing was more easily done using printed materials and posting around campus. In 2020, all marketing was shifted to digital marketing where all advertisements appeared on social media, the college website, and in a weekly newsletter titled, *The Student Need to Know*. This newsletter and mass emailing have been the primary method of getting information to students.

In 2021, SGCC performed a website audit to ensure that SGCC webpages accurately represent what is available to students and what SGCC does for students. The results of that audit resulted in a major rework of the webpage which is still in progress. This rework has entailed adding and removing various bits of information. Updating the ASB sticker program to become an ASB Coyote Card program, updating meeting times and places, adding information about SGCC positions, and adding a page to help students stay connected with social media and chat tools.



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Part 4 – Achievement of Outcomes

4.1 - Usage and Satisfaction Data

SGCC and ASB have not collected data outside of the information collected by the Student Experience Survey which is deployed every other spring term. Unfortunately, the Student Satisfaction Survey questions do not adequately address the Administrative Unit Outcomes (AUO). In reviewing the data that does exist for SGCC and ASB, it became clear that there is a series of improvements that could significantly improve the quality of the assessments and create a worthwhile view of the work SGCC and ASB do. This issue has risen to the level of short-term goals for this review cycle. It seems the AUOs are appropriate; however, the questions that are used as indicators of achievement do not seem to address the AUO as directly as they could.

There are three areas for improvement regarding usage and satisfaction:

- 1) Revise Student Satisfaction Survey questions to directly address AUOs 1 and 3. The current questions simply do not address the AUOs.
- 2) Develop a survey for committees to share their experience with the student assigned to committees. This would provide data that could better inform AUO 2.
- 3) Develop an event survey that can be used by all SGCC and ASB events to capture student sentiment toward events.

In terms of participation within SGCC, student headcount has dwindled since Spring 2020. The table below shows the number of students on the Executive Board and the Student Senate, by year. The sharp drop off in senators and executive board members coincides with the start of the pandemic.

Year	# of Senators	# of SGCC Executive Board Members
2016-17	8	6
2017-18	11	6
2018-19	19	6
2019-20	9	6
2020-21	0	4
2021-22	0	4



Student Services/SGCC & ASB

4.2 - Achievement of Administrative Unit Outcomes

AUO 1 ASSESSMENT RESULTS

SGCC and ASB provide a range of opportunities for engagement and events that are suitable for the student population.

Target:	80% Positive Results
Assessment Method:	Survey (Student Experience Survey)
Assessment Date:	Spring 2021
Recent Results:	<p>Q1: I am satisfied with my opportunities to join clubs at CC 26.4% agree or strongly agree (compare to 57.8% in 2018) 49% neutral 14.6% disagree or strongly disagree</p> <p>Q2: I like to participate in campus student activities at CC 31.2% positive (compare to 53.6% in 2018) 53.1% neutral 15.7% disagree or strongly disagree</p> <p>Q3: I am satisfied with the amount of student activities and opportunities to socialize on campus 39.8% positive (compare to 54% in 2018) 45.5% neutral 14.7% disagree or strongly disagree</p>

AUO 2 ASSESSMENT RESULTS

SGCC and ASB adequately represent the student body on participatory governance committees.

Target:	80% of participatory governance committees have student representation
Assessment Method:	Count of committees with consistent student representation
Assessment Date:	Fall 2021
Recent Results:	53% of committees have an assigned student as of Fall 2021



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AUO 3 ASSESSMENT RESULTS

SGCC and ASB provide opportunities for connection to peers and the institution.

Target:	80% Positive Results for each survey question
Assessment Method:	Survey (Student Experience Survey)
Assessment Date:	Spring 2021
Recent Results:	<p>Q1: I like to talk to my classmates outside of class 49.6% agree or strongly agree (compare to 72.5% in 2018) 33.9% Neutral 17.5% disagree or strongly disagree</p> <p>Q2: I have met a lot of nice people on campus 72.2% agree or strongly agree (compare to 87.4% in 2018) 22.2% neutral 5.6% disagree or strongly disagree</p>

AUO ASSESSMENT HISTORY SUMMARY

SLO #	Target	Semester	Met?	Semester	Met?
AUO 1	80%	SP21	No (32.46%)	SP18	No (55.13%)
AUO 2	80%	SP21	No (50%)	SP18	Not assessed
AUO 3	80%	SP21	No (60.9%)	SP18	No (79.95%)

a. Gaps and Improvements Made

a. Between 2018 and 2021, there have been no improvements made to these metrics. During this time there have been substantial changes to the student experience due to Earthquakes and COVID-19. The results of the 2021 assessment accurately reflects the challenges the college has faced between 2019 to the present day. All these AUOs will be reassessed in the Spring 2023. Although the future is unknown, SGCC expects to see more students on campus and more events occurring in the 2022-23 academic year, potentially yielding better outcomes.

i. AUO 1 | Target 80%

SGCC and ASB provide a range of opportunities for engagement and events that are suitable for the student population.

- SGCC’s achievement of this AUO is dependent on the ability to hold campus events and for students to congregate in public spaces. During the COVID-19 pandemic, holding events in public became a tremendous challenge. Students no longer seem to visit campus unless the task they are trying to achieve requires the student to physically visit campus. During this time, many students disengaged from activities that were not critical to their education. It is no mystery why there has been such a steep drop in favorable results.

ii. AUO 2 | Target 80%

SGCC and ASB adequately represent the student body on participatory governance committees.





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- In 2018, there was no record of participatory governance participation by students. Thusly, we have no results to compare to.
 - In 2021, SGCC and ASB missed the mark for student representation on participatory governance committees for multiple reasons:
 - Students are not generally interested in participating on committees without compensation
 - Students feel intimidated by faculty and staff on committees
- iii. AUO 3 | Target 80%
- SGCC and ASB provide opportunities for connection to peers and the institution.
- Again, it's no wonder why there has been such a sharp drop in agreement with the statements used to assess this AUO. During COVID-19, students did not have much interaction with others on campus. Many students did not take classes on campus at all and very few events occurred on campus that would lend to meeting new people on campus.

b. Summary of Administrative Unit Outcome Achievement

- a. Survey results from 2021 regarding on campus events, meeting students on campus, and opportunities for engagement represent a time when very few students were on campus due to COVID-19. While the data collected is likely to be accurate, this unit will not draw a baseline using this information. Should circumstances improve and students begin returning to campus, the Spring 2023 results should show dramatic improvement. If circumstances do not improve and students are not back on Cerro Coso campuses, this unit should consider revising the questions to better represent the current campus dynamics, including more questions pertaining to the student experience while in a hybrid or online format.

4.3 - Achievement of Course Student Learning Outcomes

N/A



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4.4 - Assessment Schedule for Next Program Review Cycle

AUO ASSESSMENT CYCLE

	FA 2021	SP 2022	FA 2022	SP 2023	FA 2023	SP 2024	FA 2024	SP 2025
AUO 1				X				
AUO 2			X					
AUO 3				X				

Part 5 – Action Plans

5.1 - Effectiveness and Efficiency

SGCC aims to represent the students of Cerro Coso in local, regional, and state-level venues. SGCC strives to gather student representatives who hold office as senators or officers on the executive board. In recent years, filling positions has been a challenge. There are likely many factors that have led SGCC to this juncture.

Participation in student representation has slowed the past few years. To be more equitable to students who represent their peers, many community colleges began to pay student representation positions for their work in gathering student voice and representation on participatory governance committees – it seems logical that we begin to move in the same direction. Efforts are being made at Cerro Coso to make this a reality, but it is slow moving.

Additionally, with the sharp decrease in student engagement since the pandemic, SGCC has had difficulties staffing the college’s governance committees with student representatives. This indicates a gap in student representation. Certainly, paying students to attend will help in correcting this; however, there is more that is necessary to facilitate the flow of information to and from students. As students return to campus, marketing for SGCC’s general session meetings and student senate meetings must improve to bring awareness to issues affecting students.

5.2 - Current Strengths

SGCC, though struggling in the current circumstances, has a strong structure, guiding documents, and has multiple projects that are on the verge of growth. Additionally, in the 2018 accreditation cycle, Cerro Coso received commendations for the college’s active student government and the college’s use of the student voice in decision making.

Commendation 3: The team commends the college on the level of student engagement and leadership. It is evident that student voices are actively solicited and have an impact on the institution's continual process for improvement of services. (IV.A.I)

Of course, in recent semesters, on-campus student life, student engagement, and participation in participatory governance has significantly decreased, primarily as a result of the COVID pandemic. Despite the decrease in participation, the organization remains functional.





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5.3 - Improvements Needed

Online Infrastructure

While much of Cerro Coso Community College is quite accustomed to online education and student services, Student Government and ASB have historically been focused on campus meetings and activities, primarily at the IWV campus. As mentioned in Section 1.2, SGCC has struggled to engage students at the sites. COVID exacerbated this by making recruitment efforts, even at IWV-Ridgecrest a struggle. Efforts have been made to create an online space through the Coyote Den in Canvas and utilizing Discord (discussed below); however, neither platform has taken off. In order to ensure all students have access to SGCC and club activities, investments should be made to bring one or both of these platforms to scale in a way that will encourage engagement with the platform(s).

During the transition online, student government began building the Coyote Den, a course shell within Canvas where students would find ways to connect with others online, link to games to play together online, view upcoming events, discuss issues related to students, and join/build clubs. In the Spring of 2020, this space was built and marketed but did not catch on. The Coyote Den was unpublished in Canvas in Spring 2022.

At the time the Coyote Den was starting, a separate effort was occurring that would build a space for students outside of Canvas, catering to those who already use a platform called Discord. The Cerro Coso Community College Discord was put together and students began joining at the same time as the Coyote Den Canvas page. Neither platform caught on, but the Discord server is still available. That said, it is not popular and there is little to no traffic through the server.

Student Engagement (SGCC, Student Senate, clubs)

In the time between Spring 2020 and Spring Fall 2021, student engagement dwindled. Online students seemed to disengage from campus life (virtual and physical), clubs lost membership, Student Senate was left with no senators, and Student Government itself struggled to maintain partial staffing. While much of this is due to COVID-19, it needs to be mentioned as a severe challenge that will be difficult to overcome.

In the Spring 2022, SGCC will hold its general election when it endeavors to recruit new membership that will fill leadership roles for the 2022-23 academic year. As SGCC begins planning for the Fall 2022, great emphasis must be placed on spreading the message that campus culture is developed overtime and students have the ability to shape what that looks like.

Professional Development focused on participatory governance (for students)

Although the college did receive commendations for its ability to attain and utilize the student voice in its 2018 accreditation report, since the sharp decline in student engagement in Spring 2020, student groups lost continuity and organizational knowledge. To remedy this gap in our student's collective understanding of their role as student leaders at Cerro Coso, students need mentoring as they re-learn how to collect and share the student voice, run meetings, and host events. Often, students on committees are intimidated by committee members, afraid to say the wrong thing or embarrass their selves. The college must find a way to make students welcome, encourage students to ask questions, and provide a point of contact on committees to whom the student can turn to for guidance or clarification.

Professional Development focused on processes related to club management

Over the past few years, club membership has deteriorated, and club advisors have been left without students in the clubs. Anticipating growth in clubs and a need for advisors who are prepared to assist in



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the management of those clubs, there will be a need for training/preparation for returning advisors as well as new advisors. Historically, there has been a fundraising handbook that encompasses the rules and procedures for holding a fundraiser; however, the handbook does not cover processes outside of this aspect of club management. There is a need for a training and companion website that advisors can refer to when needed.

ASB Coyote Card

The ASB Coyote Card continues to be a primary source of income for SGCC and ASB. Although card sales have been relatively consistent, there is room for improvement. For example, until 2019 the card only provided benefits to students in the Ridgecrest area, unfortunate for all students who live outside of the Indian Wells Valley. In the 2019, an effort was made to bring in more businesses from Cerro Coso site communities. Although the card is certainly an asset to SGCC, it has great potential for growth and future development.

5.4 - Response to Previous Strategies

Three Year Goals

Pursue a partnership with Burroughs High School Student Government and engage in one yearly project together

Dropped Goal. There is no record of activities that occurred in partnership with Burroughs HS student government. SGCC has, however, partnered with Burroughs HS (pre-COVID) to visit the HS and discuss SGCC related opportunities at Cerro Coso. This practice is in the process of being shifted online to make it possible during the pandemic.

Increase student participation in the college governance process by getting students to serve on all participatory governance committees

In Progress. At the time this goal was drafted, students were not actively participating on participatory governance committees. Over the review cycle, SGCC has implemented a tracking system to maintain records of students who participate on committees, a system for collecting student reports from committees, and the college is now working on a revision of the Participatory Governance Handbook that will consider a payment and professional development structure for students who decide to be a student representative.

Develop yearly activity/event calendar

Dropped Goal. Although there are some events that occur on an annual basis, most SGCC events are agreed upon by students who are active in clubs, student senate, and on SGCC's Executive Board. Often, students are less interested in repeating the same events each year and enjoy the freedom of selecting what they would like to do at the college and when. This does not include college-wide events and celebrations that are largely decided upon by faculty, staff, and administration through a separate process.

To increase meaningful events and activity opportunities to connect with CCCC students including equity gap populations. The plan is to immediately partner with the Director of Equity and provide relevant events and activities for gap populations.

Dropped Goal. Since the drafting of this goal, the college has not had a Director of Equity. SGCC continues to partner with college constituents to develop and raise awareness for events, but a formal process for identifying future events based on student preferences has not occurred.



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Establish a Cerro Coso Coyote Card

Completed. In 2020-2021, SGCC migrated the ASB sticker to a ASB Card. The card, however, is not linked to the students' student ID card; rather, the ASB card is linked directly to the student. The card, has the same benefits as the sticker, but is more substantial and includes a QR code linking students directly to the card benefits page. This item is marked as complete; however, the project continues to develop over time.



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5.5 - Two-Year Department Strategies

Action Plan for Achieving Two-Year Strategies

ACTION PLAN FOR 2-YEAR STRATEGY 1

Concise Description of Strategy	Revise AUO assessment mechanisms
Measurement of Completion	<ul style="list-style-type: none"> • AUO 1 and 3 are properly addressed by questions on the student satisfaction survey • AUO 2 is addressed by a survey completed by committee members • A universal event survey is developed and in use for all SGCC and ASB sponsored events.
Timeline	Fall 2023
Responsible Person	SGCC Faculty Advisor

ACTION PLAN FOR 2-YEAR STRATEGY 2

Concise Description of Strategy	Rebuild SGCC and Student Senate’s membership
Measurement of Completion	<ul style="list-style-type: none"> • Student Senate has representatives from all sites • SGCC has a full executive board
Timeline	Fall 2023
Responsible Person	SGCC Faculty Advisor

ACTION PLAN FOR 2-YEAR STRATEGY 3

Concise Description of Strategy	Professional Development Focused on Participatory Governance (for students)
Measurement of Completion	Annual training is conducted for ASB members to prepare students to participate in the college’s governance structure, emphasizing the importance of the student voice and ways to participate.
Timeline	Fall 2023
Responsible Person	SGCC Faculty Advisor



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5.6 - Five-Year Department Strategies

Action Plan for Achieving Five-Year Strategies

Action Plan for 5-Year Strategy 1

Concise Description of Strategy	Bring SGCC’s Online Infrastructure to Scale (webpage redesign)
Measurement of Completion	<p>Students from all Cerro Coso campuses can actively engage in SGCC, student senate, and club activities and meetings.</p> <ul style="list-style-type: none"> • Senate meetings are easily accessible to all students • Student club meetings are accessible through a single Canvas page • Students have a space (physical and virtual) to grapple with student issues synchronously and asynchronously.
Timeline	Fall 2023
Responsible Person	SGCC Faculty Advisor

Action Plan for 5-Year Strategy 2

Concise Description of Strategy	Bring ASB Coyote Card to Scale
Measurement of Completion	<ul style="list-style-type: none"> • Participation forms for community have been developed • Timeline for process is developed <ul style="list-style-type: none"> ○ Mailing ○ Phone calls ○ Deadline to be added to card for academic year ○ Renewal deadline • More benefits to card holders • More students holding an ASB Coyote Card • More revenue for SGCC and ASB to bring more perks to students
Timeline	<p>Timeline complete by Fall 2023</p> <p>Implementation by Fall 2024</p>
Responsible Person	SGCC Faculty Advisor



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Action Plan for 5-Year Strategy 3

Concise Description of Strategy	Professional Development Site Focused on Processes Related to Club Management
Measurement of Completion	Website is developed with information related to advising a student club: <ul style="list-style-type: none">• Resources• Policies• Processes• FAQ• Repository of current forms required to perform various tasks
Timeline	Fall 2024
Responsible Person	SGCC Faculty Advisor



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Part 6 – Supporting Documentation

1. Quantitative Performance Measurements of Unit
2. Qualitative Performance Measurement of Unit
3. Copy of the Department's Most Recent Unit Plan.
4. Identify where SLO Reports for all courses within the program(s) can be accessed.
5. Identify where PLO Reports for all courses within the program(s) can be accessed.